

INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

Under general supervision, provides technical support and training on use of personal computers, peripheral equipment, classroom multimedia equipment, and systems hardware and software; resolves computer application problems and troubleshoots hardware malfunctions; assists in maintaining and administering operating systems; provides technical support, installation, and maintenance for software, desktop computer applications, Internet/Intranet, servers, and email systems; installs, configures, and repairs personal computer hardware and software systems; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level classification responsible for providing client systems support, end-point configuration, maintaining and troubleshooting various systems hardware, software, and peripherals; implementing and maintaining the District's network, server, and telecommunications systems and infrastructure. Incumbents use independent judgment and decision-making authority to resolve complex problems. Work is typically reviewed upon completion for technical soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

When assigned to information technology:

- Inspects, cleans and updates mobile devices; ensures anti-virus software is installed, configured and updated.
- Tests software reliability with computer systems; monitors license compliance; assists with maintaining user accounts and security.
- Performs basic network communications troubleshooting and repair as needed.
- Assists with installation, maintenance, updates and backup of software, operating systems and servers.

When assigned to information systems:

- Performs technical help desk support including handling customer inquiries and complaints; monitors and tracks problems to ensure a timely resolution; performs on-site servicing, repair and/or installations, as well as technical assistance over the phone.
- Receives and evaluates requests for service; diagnoses problems; troubleshoots and implements remedial actions, researches documentation and determines solution, and resolves problems with

hardware, software, security and access controls, and systems issues; escalates issues to higher-level staff and/or vendor for resolution as appropriate.

- Delivers, installs, or assists personnel in the installation of computers, software, mobile devices and peripheral components such as monitors, keyboards, printers, disk drivers, and cabling.
- Monitors and updates network and computer workstations; diagnoses problems; troubleshoots and resolves computer, desktop, network, hardware and software issues.
- Performs technical network related duties such as resetting passwords and diagnosing hardware and software or communication system connectivity issues; assists with maintaining user accounts and security.
- Operates, maintains, tests, troubleshoots and repairs multimedia equipment such as computers, data projectors, computer peripherals, and video and digital cameras; inspects, cleans and tests equipment and performs routine preventative maintenance and minor mechanical repairs to equipment; refers issues and arranges for more complex equipment repairs with service technicians, vendors, or higher-level personnel.
- Adds and sets up new users on various District and department specific hardware, software, identity management systems, and telecommunication systems; assists users with operational questions or problems and in the use of computer software applications related to specific departmental activities.
- Ensures all computers and related equipment are labeled, inventoried and registered.
- Ensures anti-virus software is installed, properly configured, and regularly updated.
- Performs periodic systems support functions, such as backing up files and loading software updates.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices used in the operations, maintenance, and administration of network operating systems, computer system hardware, and related software systems.
- Basic techniques and methods of hardware and software evaluation, implementation, and documentation.
- Modern principles and practices of installing, configuring, maintaining, troubleshooting, and monitoring hardware, software applications, network, server, and telecommunications systems and infrastructure.
- Methods and procedures for multimedia equipment, installation, operation and maintenance.
- Methods, principles, practices, and techniques for troubleshooting and determining the causes of multimedia equipment problems and device errors and failures.
- Principles, practices, and methods of presentation equipment hardware installation, operation, and maintenance.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance hardware, software, servers, network and data

communication, mobile, audiovisual, web-based applications, and other related technologies and equipment.

- Elicit information from client users to triage requests and identify appropriate action.
- Install and configure computers, associated hardware and software and connect to network systems.
- Identify, troubleshoot, and resolve basic hardware and software problems and perform minor repairs.
- Setup computer and multi-media hardware and install and configure software.
- Troubleshoot, evaluate and diagnose and routine network problems; resolve or refer to higher level staff.
- Understand, interpret, and explain hardware and software application solutions to users; research technical materials to provide solutions to problems.
- Develop and maintain technical operating instructions and documentation; train staff on software applications and hardware usage.
- Deal tactfully with staff in providing information, answering questions, and providing customer service.
- Maintain confidentiality and be discreet in handling and processing sensitive and/or confidential information and data.
- Organize own work, set priorities, and meet critical deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Comply with timelines and deadlines with frequent interruptions.
- Establish and maintain a clean work area.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented with computer coursework and two (2) years of increasingly responsible experience installing, evaluating, configuring, operating, troubleshooting, and maintaining computer hardware and software systems.

Licenses and Certifications:

- Possession of a valid California Driver's License to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Standing and walking between work areas on surfaces including concrete, asphalt, gravel uneven surfaces, and maneuvering in tight spaces between desks within classrooms and offices. Climb stairs, along with climb and balance on stool or ladder and reach above and below the shoulders. Work occasionally at heights on lifts, scaffolding or ladders. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 75 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, and may be exposed to electrical hazards, dust and allergens. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.