

INTEGRATED TECHNOLOGY SERVICES OPERATIONS TECHNICIAN

DEFINITION

Under general supervision, performs a variety of technical duties in support of administrative operations and Help Desk activities related to Integrated Technology Services (ITS) functions; provides consultation to ITS managers and staff concerning outstanding Help Desk service requests; performs assigned first level Help Desk tasks such as basic troubleshooting, password resets and equipment rebooting procedures; coordinates ITS procurement activities; assists in the development of ITS operational processes and procedures; maintains all IT documents and records; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level classification responsible for independently performing technical duties in support of administrative operations and Help Desk activities related to Integrated Technology Services (ITS) functions. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

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.

- Produces weekly, monthly, annual and ad-hoc ITS metrics reports including Helpdesk reports, contract expiration and renewal reports, data circuit audit reports, asset reports, equipment replacement reports, and procurement timeline reports.
- Provides consultation to department/division managers regarding ITS processes and procedures; drafts, finalizes, indexes, maintains and disseminates technology procedural documents, policies, forms, technical drawings, publications and non-confidential correspondence.
- Responds to all requests for IT support; assesses and prioritizes requests; provides first level support as appropriate or assigns to appropriate personnel; documents all service tickets in a timely manner to ensure sufficient information to communicate the problem, how it was remediated, and suggested actions to prevent recurrence as appropriate.
- Receives, asset tags, records and inputs inventory information for all trackable technology assets, including all hardware, software, circuits, audio/visual equipment, subscriptions and services.
- Processes purchase requisitions and change orders; ensures all requisitions and orders are forwarded with the appropriate documentation; tracks purchase requisitions and change orders to completion; ensures all purchasing documentation is appropriately indexed and filed; maintains auditable records.
- Initiates invoicing for all technology fee-based services.

- Monitors, tracks and audits all ITS-related vendor contracts; maintains contract expiration documentation; acts as vendor point of contact when required.
- Tracks ITS budget; assists in ITS budget development and ITS end-of-year budget processes.
- Provides consultation to department/division managers regarding procurement for ITS-related items; facilitates resolutions to concerns involving warranty issues, equipment defects and returns and exchanges of technology equipment.
- Coordinates on-boarding and off-boarding activities with HR, Personnel, Facilities and SMCOE supervising managers.
- Monitors, tracks and audits staff time accruals and requests.
- Communicates with Office staff and outside agencies to exchange information and resolve issues or concerns.
- Stays abreast of current trends and developments in information technology programs and services; attends and participates in various meetings and trainings.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

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:

Education:

- Equivalent to completion of the twelfth (12th) grade supplemented by college level coursework in computer science, business, or a related field.

Experience:

- Two (2) years of experience with IT Helpdesk support, procurement and/or inventory control.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Basic principles and practices of information technology client service delivery, computer networking, mobile device management, audio/visual support, and database support.
- Methods of preparing and processing invoices, purchase orders, contracts, and other documents related to ITS functions.
- Budget monitoring and tracking techniques.
- Business arithmetic and basic financial techniques.
- Principles and practices of data collection and report preparation.
- Record-keeping and inventory techniques.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Principles and practices of developing and maintaining technical documentation, files, and records.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office 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:

- Understand basic information technology concepts and engage in conversation with technical and non-technical staff members regarding information technology issues.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Gather, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Compile and verify data and prepare clear, concise, and effective reports and correspondence.
- Maintain a variety of records, logs and files.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- 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.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

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 and visit various Office sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. 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 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.