

INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

Under direction of the IT Manager, the primary responsibility of the Information Technology Technician position will be to provide Help Desk operations and general Technology support for the City.

REPRESENTATIVE DUTIES

The following duties and support functions are examples of the work typically performed by the employee of this class.

1. All technology related trouble calls are routed through the City's Help Desk. This individual will log calls of the trouble reported, user and contact information, and route to the appropriate IT staff member. Basic troubleshooting calls which fall within the skill level of this position will be handled by this individual.
2. Generate daily, weekly and monthly reports on Help Desk operations.
3. Provide basic trouble shooting of computer equipment and repair to the board or major component level. Work with equipment manufacture's support to diagnose and replace defective components. Configure and install desktop computers and other peripheral hardware. Build and test cat5, cat11 cables and data outlets.
4. Support the City's internal and external web site. Prepare and publish web-based user documentation. Assist departments in developing and maintaining web presence.
5. Provide basic support for the City's VOIP Phone System. Contact vendor regarding VOIP line trouble.
6. Provide basic troubleshooting for user login or email related problems. May provide user training on the general use of desktop computers and email software.
7. Install, configure and upgrade user application and utility software. Provide basic support for MS Office suite (i.e., Word, Excel, PowerPoint) or other City applications as directed. Other duties as assigned.

EMPLOYMENT STANDARDS

Education and/or Experience

Graduation from an accredited college with an AS degree in computer science or related field and two years of experience working with desktop computers, LANs and network equipment, Microsoft Windows 10/11, and general desktop application software or any

combination of education and training and experience that provides the desired knowledge and abilities. Network +, A+ desirable.

Knowledge of:

Current micro computer technology; LAN/WAN equipment, TCP/IP protocol and ethernet concepts; VOIP principles; HTML; DOS batch scripting and PowerShell; Microsoft Office Suite; Help Desk operations.

Ability to:

Communicate effectively on technical issues with individuals with varying degrees of computer familiarity; Assess computer system failures, recommend solutions and/or route to the appropriate IT Staff; Write reports, technical instructions and documentation; establish and maintain good working relationships with others.

Special Requirements

Possession of or ability to obtain a valid California Driver's License.

Physical Demands

Dexterity and coordination to handle files and single pieces of paper; occasional lifting of objects weighing up to 40lbs. such as, display monitors, CPUs, printers and other materials. Moving from place to place within an office; some reaching for items above and below desk level. Strength, dexterity, coordination and vision to use a keyboard and video display monitor.

WORKING CONDITIONS

Environment is generally clean with limited exposure to conditions such as dust, fumes, odors, or noise. The noise level in the server environment is usually moderate and low in the office areas. Computer with video display monitor is used on a daily basis. Independent local travel may be required.

December 20, 2022