

INFORMATION TECHNOLOGY TECHNICIAN I/II/III

DEFINITION

Under immediate (Information Technology Technician I) to general supervision (Information Technology Technician II), to direction (Information Technology Technician III), provides specialized and technical troubleshooting and support for information technology systems and infrastructure including a diverse range of computers, server hardware and software, security, and network systems and equipment; performs set up and ongoing maintenance on end user information technology assets; upgrades aging technology assets; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Information Technology Technician I) to general (Information Technology Technician II) supervision, to direction (Information Technology Technician III), from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Information Technology Technician I: This is the entry-level classification in the Information Technology Technician series. Initially under close supervision, incumbents learn and perform routine information technology support duties. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of positions at the II-level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Information Technology Technician II: This is the fully qualified journey-level classification in the Information Technology Technician series. Positions at this level are distinguished from the I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. 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.

Information Technology Technician III: This is the advanced journey-level classification in the Information Technology Technician series. Incumbents work under direction and exercise discretion and independent judgment in performing the full range of routine to complex work associated with information technology systems and infrastructure. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products or services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

Positions in the Information Technology Technician I-II-III class series are flexibly staffed; positions at the II-level and III-level are normally filled by advancement from the I-level and II-level, respectively. Progression to the II-level and III-level is dependent on satisfactory work

performance, the incumbent meeting the minimum qualifications for the classification including any licenses and certifications, and management approval for progression to the II-level and III-level.

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 typical functions of the job.

Positions at the Information Technology Technician I-level may perform some of these duties and responsibilities in a learning capacity.

- Monitors and filters calls/tickets from the help desk system for requests/incidents reported; routes tickets and escalates complex issues to higher level support staff; conducts research on issues as needed.
- Interfaces with end users experiencing issues by phone, in person, email, and/or instant messenger.
- Performs new user set up; installs, configures, and upgrades computers and associated hardware, peripherals, operating systems, and software across disparate platforms; loads and tests specialized applications and security devices; ensures connectivity to networks and servers.
- Wipes old drives; packages and prepares old equipment for e-waste; updates asset management system.
- Ensures meeting room equipment is functional; collects, charges, and distributes electronic room signs.
- Performs a variety of technical tasks in support of physical and virtual server infrastructures, including installing, configuring, maintaining, and monitoring hardware and software upgrades and security to ensure effective server performance.
- Installs, configures, and monitors enterprise backup and endpoint protection solutions; verifies that backups are successful and data can be recovered.
- Maintains and supports active directory by adding, removing, and/or editing users; creates access rights to users and user groups; resets passwords; sets up and maintains security through proper configuration and system access monitoring.
- Implements automated processes, scripts, triggers, specialized views, and reports in response to user needs; writes scripts to extract data and troubleshoots issues as needed.
- Assists with computer hardware, software, and telephone system maintenance agreements with appropriate vendors; maintains maintenance contracts for office equipment and software utilizing inventory system; maintains service desk inventory; maintains stock of necessary IT supplies.
- Supports telephone system with adds, moves, and changes; supports and troubleshoots District enterprise internet protocol (IP) camera-based surveillance system.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Researches and provides recommendations for the purchase of hardware, software, and related information technology solutions.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Information Technology Technician III (in addition to above):

- Participates in developing long-term plans, goals, and objectives to achieve District and department technology and business priorities.
- Oversees and performs a variety of skilled duties involved in the inspection, diagnosis, troubleshooting, maintenance, repair, and servicing of IT systems, infrastructure, and equipment.
- Assists with computer hardware, software, and telephone system maintenance agreements with appropriate vendors; maintains maintenance contracts for office equipment and software utilizing IT inventory system; maintains service desk inventory; maintains stock of necessary IT supplies.
- Interacts with IT staff related to assistance on certain systems; provides guidance and back-up for other less experienced Information Technology Technicians

QUALIFICATIONS

Positions at the Information Technology Technician I-level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Principles, practices, methods, techniques, materials, tools, and equipment required for installation, maintenance, and troubleshooting of hardware, software, computer and peripheral equipment, network, and server infrastructure issues.
- Operational concepts and characteristics of computer, network, server, and security systems, hardware, software, and peripheral equipment.
- Methods and techniques of eliciting information and performing diagnostic procedures on information technology systems.
- Principles and practices of developing and maintaining technical documentation.
- Record keeping and filing system methods, principles, and practices.
- 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 technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computers, hardware, software, servers, network, security, and related technologies and equipment.
- Understand, interpret, and explain systems 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.
- Learn and understand the organization and operation of the District as necessary to assume assigned responsibilities.
- Learn, understand, interpret, explain, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Maintain a variety of filing, record keeping, and tracking systems.

- Organize work, set priorities, meet critical deadlines and follow-up on assignments.
- Meet deadlines in a fast paced and changing environment; handle multiple assignments simultaneously.
- Use tact, initiative, prudence and judgment within general policy and procedural guidelines.
- 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.

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.

Experience:

Information Technology Technician I

- One (1) year of experience providing technical support to desktop computer hardware and software or network systems and troubleshooting IT issues.

Information Technology Technician II

- Three (3) years of increasingly responsible experience providing end user support in a help desk environment, performing hardware/software installation and troubleshooting, and resolving increasingly complex end-user issues or equivalent and related responsibilities to experience as an Information Technology Technician I.

Information Technology Technician II

- Five (5) years of increasingly responsible experience providing end user support in a help desk environment, performing hardware/software installation and troubleshooting, and resolving increasingly complex end-user issues or equivalent and related responsibilities to experience as an Information Technology Technician II.

Licenses and Certifications:

- Possession of a valid California Class C driver's license, to be maintained throughout employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

ENVIRONMENT

Standard office setting.

PHYSICAL

• Level Two

Incumbents require sufficient mobility to work in an office and field setting; push, pull, lift, and/or carry moderate amounts of weights up to 50 lbs.; stand, stoop, reach, bend, kneel, squat, and walk on uneven terrain, loose soil and sloped surfaces; reach and twist; frequent use of small hand tools, mechanical and electrical parts; may be exposed to periods of ambient noise levels; operate assigned equipment and vehicles; requires a sense of touch, finger dexterity, and gripping with hands and fingers; ability to verbally communicate to exchange information.

VISION

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

HEARING

Hear in the normal audio range with or without correction.