Information Technology Technician I
Information Technology Technician II

Purpose of the role:	Under supervision (Information Technology Technician I) or general supervision (Information Technology Technician II), installs, diagnoses, repairs and maintains personal computer equipment, peripherals and related software; performs special projects that are related to AS/400 and PC systems; provides technical assistance to users and user training for AS/400 and PC hardware and software; troubleshoots software and hardware problems; performs back-up and restore processes; and performs related duties as required.

Distinguishing Characteristics:	**Information Technology Technician I:** This is the entry level class in the Information Technology Technician series. This class is distinguished from the Information Technology Technician II by the performance of the more routine tasks and duties assigned to positions within the series including the provision of basic computer support services. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Advancement to the "II" level is based on demonstrated proficiency in performing the full range of assigned duties, and is at the discretion of higher level supervisory or management staff.

Information Technology Technician II: This is the full journey level class in the Information Technology Technician series performing a variety of hardware and software installation, repair and maintenance functions with only occasional instruction or assistance. Positions at this level are distinguished from the Information Technology Technician I level by the performance of the full range of duties as assigned, working independently, applying well developed information systems knowledge, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, are fully aware of the operating procedures and policies of the work unit, and may provide training to less experienced personnel. Work is normally reviewed only on completion and for overall results. Positions in this class series are alternately staffed and positions at the Information Technology Technician II level are normally filled by advancement from the Information Technology Technician I level, or when filled from the outside, require prior experience.

This level is distinguished from the Senior Information Technology Technician by the complexity and diversity of the assignments and by the level of knowledge required to perform the assigned duties. The Senior level may also function as a lead work. |

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Operates computers, printers, and other peripheral computer equipment; establishes priorities according to pre-scheduled jobs, workload, required processing time and availability of input; troubleshoots mid-range and microcomputer hardware and program malfunctions; makes or arranges for corrections and repairs.

- Installs microcomputer equipment and software; customizes installed software to the specific requirements of the user department; reconfigures software to correct problems or conflicts between applications and hardware.

- Performs systems file maintenance on a scheduled or as-needed basis; performs systems backups on a daily and weekly basis; restores files and directories from back-up tapes on request; maintains a tape library.

- Responds to inquiries and provides general technical assistance regarding computer/microcomputer systems and programs at the user site.

- Assists in revising and preparing operating procedures; maintains and updates the computer operations manual.

- Produces and assembles reports for distribution to user departments; monitors output for accuracy and completeness; monitors hardware and computer room conditions, systems response time and CPU usage.

- Performs regular cleaning and minor maintenance of printers, tape drives and peripheral equipment; maintains an inventory of computer supplies.

- Performs special projects that are AS/400 and PC related.

- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Desired Minimum Qualifications:

Knowledge of:
- Characteristics and limitations of microcomputers and related equipment.
- Basic microcomputer hardware and software applications.
- Principles and techniques of microcomputer systems, programming, and networking.
- Principal languages used in microcomputer programs.
- Techniques and terminology used in the operation of mid-range and microcomputer systems.
- Requirements and techniques for setup and minor maintenance of peripheral equipment.
- Techniques for troubleshooting basic computer problems and restarting jobs.

Ability to:

- Install, diagnose, repair and configure hardware and software applications.
- Operate a variety of computer equipment and related software programs.
- Set up, adjust and perform minor maintenance on printers, tape drives and other peripheral equipment.
- Analyze and define problems and conceptualize practical computer-based solutions.
- Monitor and respond to equipment and system status messages, enunciators and signals.
- Keep accurate jobs records and write reports using standard office and computer equipment.
- Work with users to troubleshoot and resolve processing problems.
- Work with strict deadlines and frequent interruptions.
- Organize work to meet rapidly changing priorities.
- Understand and follow oral and written instructions, flow charts, and documentation.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- ➤ Results Oriented
- ➤ Customer-Focused
- ➤ Problem Solver and Decision Maker
- ➤ Planner and Organizer
- ➤ Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Information Technology Technician I

Education and Experience Guidelines:

Education:
Equivalent to the completion of the twelfth grade supplemented by specialized training in computer science, information systems or a related field.

Experience:
One year of experience in operating computers of the type and size utilized by the City.

Licenses; Certificates; Special Requirements:
A valid Class C California driver's license is required.

Information Technology Technician II

Education:
Equivalent to the completion of the twelfth grade supplemented by specialized training in computer science, information systems or a related field.

Experience:
Two years of experience in operating computers of the type and size utilized by the City and performing duties comparable to an Information Technology Technician I with the City.

Licenses; Certificates; Special Requirements:
A valid Class C California driver's license is required.

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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.

Physical and Environmental Conditions:

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; lift, drag, and push files, paper, and documents weighing up to 45 pounds; and operate office equipment. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; regularly interact with computer users and vendor employees.
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*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03
Date Revised: