

SENIOR INFORMATION TECHNOLOGY TECHNICIAN
Code Number: 49424

*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.*

SUMMARY DESCRIPTION

Under direction, assumes responsibility for the most complex installation, diagnosis, repair and maintenance activities of personal computer equipment, peripherals and related software; provides a high level of personal computer support services to all City personnel; provides the City with Internet connectivity support and troubleshooting; performs a variety of technical tasks relative to assigned areas of responsibility; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Information Technology Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. The Senior Information Technology Technician specializes in installing, diagnosing, repairing and maintaining the most complex personal computer systems equipment, peripherals and software. This class is further distinguished from other levels within the series by the provision of higher level support on a wider variety of problems and the greater level of familiarity with advanced network concepts. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility. Positions may be assigned lead responsibility and provide training to less experienced staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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.

- 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.
- Diagnoses network problems on the AS/400 or the Novell NetWare; repairs or replaces network cards and cabling as needed; reinstalls and reconfigures software.
- Provides City with Internet connectivity support and troubleshooting; installs modems, dialers and browsers.
- Responds to inquiries and requests regarding PC systems and programs at user sites throughout the City; troubleshoots hardware and software problems; recommends hardware, software and configuration changes for City-wide implementation.
- Purchases all personal computer equipment and peripherals; obtains bid quotations; compares costs and evaluates quality of merchandise; evaluates and summarizes bids; maintains inventory records of all City-owned PC and AS/400 equipment.
- Serves as local area network (LAN) administrator; ensures LAN performance, maintains security, creates new users and installs related hardware.

CITY OF THOUSAND OAKS
Senior Information Technology Technician (*Continued*)

- Creates, configures and troubleshoots network backup procedures throughout the City at all sites; acquires tape backup systems for both hardware and software components.
- Installs virus signature files on server and work stations for use with anti-virus system; responds to and troubleshoots virus invasions of the City network.
- Performs related duties as required.

DESIRED MINIMUM QUALIFICATIONS

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.

Knowledge of:

Various microcomputer hardware and software applications.
Operational characteristics, administration and maintenance of Novell Netware, Windows NT and various other network operating systems.
Advanced characteristics and limitations of microcomputers and related equipment.
Advanced principles and techniques of microcomputer systems, programming, and networking.
Principal languages used in microcomputer programs.
Standard database, word processing, spreadsheet and report generation PC software packages.
Advanced applications of computer logic and mathematics.
Techniques and terminology used in the operation of mid-range and microcomputer systems.
Requirements and techniques for setup and maintenance of peripheral equipment
Techniques for troubleshooting difficult computer programs.

Ability to:

Install, diagnose, repair and configure the most complex hardware and software applications.
Analyze and define complex problems and conceptualize practical microcomputer solutions.
Analyze complex system requirements and problems and recommend new or modified PC programs to meet department needs.
Operate a variety of computer equipment and related software programs.
Assist in developing and revising microcomputer programs.
Troubleshoot the most complex hardware and software problems and make appropriate modifications and repairs.
Provide a high level of assistance to City staff in the operation and maintenance of microcomputer systems.
Translate departmental needs into operational programs.
Prepare and maintain records and reports.
Work on multiple concurrent projects with strict deadlines and with frequent interruptions.
Organize work to meet rapidly changing priorities.
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.

CITY OF THOUSAND OAKS
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Education and Experience Guidelines - 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:

Education/Training:

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

Experience:

Four years of experience in operating, diagnosing, repairing and maintaining personal computers including experience modifying PC systems applications.

Licenses; Certificates; Special Requirements:

A valid class C California driver's license.

PHYSICAL AND ENVIRONMENTAL CONDITIONS

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: 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; 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; regular interaction with computer users and vendor employees.

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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 superiors or by law.