

## CITY OF LAKE ELSINORE

### INFORMATION TECHNOLOGY TECHNICIAN I

*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 qualifications within the position.*

#### **DEFINITION:**

Under general supervision, performs routine to very complex tasks involving installation and maintenance of the City's Local Area Network, servers, and computer systems; troubleshoots and problem solves network, responds to help desk requests for software and routine hardware issues, researches and supports new technologies, copier maintenance, asset record keeping, and provides telecommunications support. Performs other related work as required.

#### **DISTINGUISHING CHARACTERISTICS:**

This classification of Information Technology Technician is the entry-level class in this series and is distinguished from the senior-level by the experience, knowledge, and complexity of the tasks required to perform the full range of duties. Employees in this class normally work under close and continuous supervision, performing a group of repetitive or closely related duties according to established procedures. While a variety of tasks may be assigned, each step usually fits a pattern which has been established and explained before work is started. Generally, work is observed and reviewed both during its performance and upon completion, and changes in procedure or exceptions to rules are explained in detail if they arise. Information Technology Technician I is journey-level position and as they are assigned responsibility, their breadth of knowledge increases with the increased experience.

#### **SUPERVISION RECEIVED/EXERCISED:**

General supervision is provided by the Information Technology Supervisor. An Information Technology Technician I does not have supervisory or lead responsibilities. The Information Technology Technician II provides lead direction for the Information Technology Technician I.

#### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Leads staff in accomplishing assigned duties; monitors and evaluates customer service standards; advises supervisor of work, time, and materials needed to correct problems; plans for future assignments and supply needs.
- Assists with conducting needs analysis; researches and recommends hardware and software systems that meet individual user needs while providing a coordinated information systems approach throughout the City.
- Maintains departmental records covering inventories, system installation, and maintenance activities.

- Supports the Information Technology Administrator in analyzing emerging technologies that may have application in City operations.
- Installs and coordinates the use of information systems; troubleshoots hardware and software problems with users to investigate and resolve problems and issues; monitors information systems activity and performance.
- Maintains information systems schedules and ensures the accurate performance of hardware, software, and communication systems; maintains accurate records of system activities; performs regularly scheduled operations and data back-up; monitors and adjusts system file limits and capacities; performs off-hours maintenance as needed; regularly tests systems for backup processing and operational continuity.
- Assists with maintaining and enforcing of standard policies and procedures for information systems; recommends procedural changes to improve system operations, minimize risks, and ensure hardware and software integrity.
- Provides instructional training and procedural assistance to City staff concerning effectively using computer technology and applications software.
- Responsible for providing the maintenance, upgrades, and set-up of personal computers, hardware, and software.
- Maintains the security of confidential and proprietary information being processed; ensures the archival and safe storage of program and data files; maintains files in accordance to the City's retention schedule, including a log of all archived and stored data.
- Participates in the inventory of information system equipment, including the number and type of computers, peripherals, and software.
- Works with outside vendors to identify and correct causes of copier and system hardware malfunctions; coordinates warranty repairs with hardware vendors.

**PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:**

Working conditions in the office are clean, well lit and subject to varying temperatures and humidity. Working conditions in the field are subject to variations in temperature, and may include wind and rain, and other elements. Requires ability to work safely out-of-doors in all weather, stand and walk for extended periods, lift and carry equipment alone frequently weighing up to 50 lbs., and up to 75 lbs. with assistance; work on slippery and uneven surfaces, grasp and hold objects and tools with full range of motion in wrists and arms, and hearing capacity sufficient to understand conversations. Also includes exposure to chemicals, biohazards, drowning, weather exposure, trip/fall hazards, power tools and wild animals. Reasonable accommodations will be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for an Information Technology Technician I. A typical way to obtain the knowledge and skills is College level coursework from an accredited college in computer science, mathematics, electronic engineering, computer engineering, or a closely related field and two (2) years of increasingly responsible computer related experience to include help desk support, PC tech work and server/network administration.

**License/Certificate:**

Possession of, or ability to obtain, a valid class C California driver's license.  
Certification as a Microsoft Certified Engineer is desirable.

**KNOWLEDGE/ABILITIES:** *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

**Knowledge of:**

- Modern computer equipment, including a variety of hardware, software, operating systems, and languages.
- Network hardware and operating systems, including the Iseries/AS400.
- Principles, techniques, and terminology of microcomputer systems, installation, programming, and networking.
- Preventative maintenance methods and techniques.
- Diagnostic methods for analyzing equipment or system problems.
- Modern office procedures and methods.
- Methods and techniques for record keeping and report preparation.
- Proper English, spelling, and grammar.
- Occupational hazards and standard safety practices.

**Ability to:**

- Operate, install, maintain, and configure a variety of computer hardware and software.
- Operate tools needed for the repair of various information systems hardware.
- Keyboard with accuracy at a speed necessary for successful job performance.
- Communicate clearly and concisely, both orally and in writing.
- Work independently in the absence of supervision.
- Observe safety principles and work in a safe manner.

**Skill to:**

- Logically troubleshoot and develop solutions relating to computer hardware, configuration, and software.
- Learn and apply new information technologies.
- Organize, prioritize, and follow-up on work assignments.

- Analyze a complex issue, and develop and implement an appropriate response.
- Establish and maintain effective and cooperative working relationships with those contacted in the course of work.
- Accept the input of supervisors and co-workers as well as provide input and be a team player.
- Identify with department and city goals and objectives; understand city priorities and needs.
- Operate an office computer and a variety of word processing and software applications.