CITY OF LAKE ELSINORE

INFORMATION TECHNOLOGY TECHNICIAN II

*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, respond to help desk request 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 II represents the highest level of the Information Technology Technician series. Incumbents are expected to perform journey-level duties without constant instruction and/or supervision. In addition, incumbents are expected to act independently and to advise supervisors of needed work and time and materials needed to correct the problem. Incumbents are also expected to provide on-the-job orientation and training to new, full-time, temporary, seasonal, part- time employees assigned with the incumbents to assist in completion of assigned functions, tasks, and duties. Incumbents may help staff plan for future assignments and supply needs. Incumbents may be assigned periodic weekend and evening work as required.

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, monitoring and evaluating customer service standards, advising supervisors of work, time and materials needed to correct problems, planning for future assignments and supply needs;

- Assists in 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 Supervisor in analyzing emerging technologies that may have application in City operations;

- Work with outside vendors to identify and correct causes of hardware, operating systems software, or application program software malfunctions. Coordinate warranty repairs with hardware vendors;

- Assist in designing and implementing new networks, including system topology, server configuration, and standard information technology structure;

- Maintains Web Servers which includes configuration and troubleshooting Microsoft Internet Information Services (IIS) and Internet Service Provider (ISP) related issues.

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 would demonstrate the knowledge, skills and abilities as outlined above is qualifying. A typical way to obtain the knowledge and skills is:

Graduation at the Junior College level or possession of at least sixty (60) units of coursework in computer science, business information systems or a closely related field may be substituted for up to one (1) year of required experience; and either one (1) year as a Information Technology Technician I with the City of Lake Elsinore or at least three

(3) years of recent, full-time responsible computer related experience to include help desk support, PC tech work and server/network administration. A four-year college or university degree is desirable.

License/Certificate:

Certification as a Microsoft Certified Engineer is desirable. Possession of a valid California Class C driver's license is required. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

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.
Operate an office computer and a variety of word processing and software applications.

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.