

**ADMINISTRATIVE SERVICES DEPARTMENT
INFORMATION TECHNOLOGY DIVISION
INFORMATION TECHNOLOGY TECHNICIAN II**

GENERAL DUTIES: Under direct supervision of the Information Technology Director, provide technical support services for personal computers and their peripherals, networks, and servers and assist other IT staff in providing support services. Use ability as a skilled specialist in accordance with the City's policies and procedures to complete tasks in creative and effective ways. This position is expected to handle material efficiently, and in a confidential professional manner.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risks to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conduct work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Test, install, and maintain desktop hardware and software such as personal computers, related peripherals, software applications, printers, and telecommunication equipment.
2. Write clear and concise documentation for internal and external use. Make sound recommendations with regard to desktop hardware and software products.
3. Develop lesson plans and assist City Training staff in training desktop software applications.
4. May make recommendations on desktop standards such as hardware and software and provide technical support for these platforms and applications.
5. Keep current on technical advances in desktop hardware and software related to equipment

utilized by the City.

6. Evaluate obsolescence of desktop equipment and recommend replacement when appropriate.
7. Be familiar with fundamental network and network devices such as printers, PDA's, etc.
8. Perform related responsibilities as assigned.

REQUIRED SKILLS, KNOWLEDGES, AND ABILITIES:

SKILLS:

1. Excellent customer service skills
2. Troubleshoot hardware peripherals and desktop software
3. Desktop operating systems and office productivity software
 - a) Currently use desktop operating system software
 - b) Word processing
 - c) Spreadsheet
 - d) Message center (e-mail, calendar, etc.)
 - e) Web browser
4. Desktop supporting tools (i.e. anti virus, etc.)
5. Follow oral, and written instructions

KNOWLEDGE: Knowledge of:

1. Software and hardware license tracking
2. Purchasing and quotes/processing payments
3. Maintaining and monitoring system backups
4. Hardware and software troubleshooting
5. Monitoring desktops and servers
6. Inventory tracking
7. Hardware and software telephony support
8. Peripheral desktop support

9. Help desk
 - a) Software installs and upgrades
 - b) Customer support, oral and written
 - c) Training

ABILITIES: Ability to:

1. Perform preventative maintenance – desktop house keeping
2. Evaluate desktop software and peripheral hardware
3. Maintain desktop software (mail client, word processing, spreadsheets, etc.)
4. Install and upgrade desktop peripherals
5. Analyze problems quickly and draw logical conclusions, plan and implement an effective course of action.
6. Read and follow difficult instructions, polices, procedures, and maintain accurate written records.
7. Complete assigned work and meet deadlines.
8. Write various types of documentation (i.e., user, system, project, policy, procedure, etc.)
9. Perform training (i.e., office productivity software, personal computer operations, new employee, etc.).
10. Use office equipment as needed to perform work.
11. Work at heights and in confined spaces, and lift at least fifty (50) pounds.
12. Perform small scale project management
13. Follow general office procedures

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office environments include the following:

1. Computer, keyboard, mouse and monitor
2. Network laser or ink printer
3. Personal Digital Assistant (PDA)
4. Telephone

5. Copier
6. Calculator or 10-key adding machine
7. Facsimile machine
8. Microfiche reader
9. Digital camera
10. Automobile
11. Paper shredder and cutter
12. Computer scanner
13. Specialized computer software
14. Specialized tools and equipment used in installing and repairing computer equipment.
15. Handcart or dolly
16. Splicing equipment
17. Grounding straps
18. Pager or two-way radio

PHYSICAL DEMANDS:

Under typical office and field conditions, employee will perform the following physical activities which include handling computer monitors, CPU's, printers, fax machines, files, books, binders, and boxes of work material or equipment:

1. Sitting, for prolonged periods of time working at a computer or attending meetings
2. Walking, to and from different facilities to install or repair computer equipment.
3. Standing, while installing computer equipment, or working in the office.
4. Kneeling, when installing or repairing computer equipment.
5. Bending/stooping, when installing or repairing computer equipment.
6. Squatting/bending, when installing or repairing office or computer equipment.
7. Crawling, when installing or repairing computer equipment.
8. Climbing, ladders or stairs when working with cables or wiring equipment.
9. Balancing, when using ladders and replacing and installing computer equipment.
10. Twisting, when installing or replacing computer equipment in all facilities.
11. Reaching, when working with computer cables and wiring, and all office materials.
12. Carrying, equipment and tools when installing or repairing a computer, monitor, printer, etc.
13. Pushing/pulling, handcart when replacing or installing computer equipment.
14. Lifting at least 50 lbs., when replacing, installing, or repairing computer equipment.
15. Driving, to other facilities to install or repair equipment, in addition to purchasing supplies and attending meetings and training.

SENSORY DEMANDS:

Under typical office and field conditions, employee utilizes these senses while using a computer, printer, typewriter, telephone, fax machine, copier, calculator, adding machine, paper shredder, paper cutter, camera, automobile, and specialized equipment used in the installation and repair of computer equipment. When working in the field and utilizing a vehicle, all senses are used.

1. Seeing, color vision is necessary when working with electrical wiring and cables.
2. Speaking

3. Hearing
4. Touching

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, over 60% of the time, servicing all City facilities.
2. Flooring: Low level carpeting, linoleum, tile, wood, etc.
3. Noise Level: Conducive to office settings with phones, copiers, radios, and typewriters.
(There is a higher noise level when working in the computer room which houses the servers.)
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal to high indoor levels associated with dust and odors from computer equipment, paper, ink pens, copiers or other office-related equipment, in addition to crawling under buildings or in confined ceiling areas when running cable or checking equipment.

Field Conditions:

1. Indoors: Typical field conditions, approximately 35% of the time, during delivery, installation, and maintenance of computer equipment throughout City facilities.
Confined space: In addition, may be required to crawl or work in confined spaces above the ceiling or below the flooring of each facility.
2. Travel: Under varying conditions via automobile or plane, less than 5% of the time.
3. Flooring: Asphalt, carpeting, linoleum, tile wood, uneven surfaces, etc.
4. Noise Level: Varying low to high equipment noise, while working in the Main Computer Room or with equipment such as a copy machine, printer, or other computer equipment.
5. Lighting: Conducive to normal office settings, but may also work in poorly lit areas under the flooring or above the ceiling when running cable or working on computer wiring.
6. Ventilation: Heating and air conditioning provided by a vehicle or facility or may be restricted when working below the flooring panels or above the ceiling tiles.
7. Dust or Fumes: Normal, outdoor levels and extremely dusty and dirty crawl spaces above the ceiling and below the flooring of all City facilities.

HAZARDS:

Mechanical and electrical exposure is low to high, when installing or repairing computer equipment. Exposure is minimal when properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, camera, radio, paper shredder, or paper cutter. When traveling in the field, there is some exposure to mechanical hazards while utilizing a vehicle.

ATMOSPHERIC CONDITIONS:

On occasion, some exposure to fumes from solvents and cleaners occurs when performing routine maintenance or repair of computer equipment. Minimal to low exposure to fumes occurs in the typical office environment which may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, EXPERIENCE, AND QUALIFICATIONS:

1. Education and training equivalent to an AA/AS degree in computer science or related field.
2. At least three (3) years experience performing troubleshooting and repair work on personal computer equipment.
3. Knowledge of City's current desktop operating system and hardware peripherals.
4. Complete at least 16 hours customer service training.
5. Maintain two MS Office Specialist certifications in software products used by the City.
6. Familiarity with core desktop software products used by the City.
7. Pass a post-offer medical examination, which includes a drug test.
8. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
9. May be subject to various shifts and/or weekends as required or routine callback.
10. Pass a Department of Justice criminal record check for employment.
11. Prefer non-tobacco user.