

INFORMATION TECHNOLOGY TECHNICIAN I/II

DEFINITION

To perform responsible technical duties related to computer hardware and software customer support; provide project support for new and modified systems; and install and configure desktop and mobile computers and related software and peripheral equipment.

DISTINGUISHING CHARACTERISTICS

Information Technology Technician I - This is the entry-level class in the Information Technology Technician series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Information Technology Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Information Technology Technician II - This is the journey level class in the Information Technology Technician series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise, including implementing large portions of assigned projects. Positions in this class are flexibly staffed and are normally filled by advancement from the I level. This class is distinguished from the Information Technology Analyst I/II in that the latter classifications perform the higher level analytical duties, including overseeing assigned projects and exercising technical and functional supervision as appropriate.

SUPERVISION RECEIVED

Information Technology Technician I - Receives immediate supervision from a higher-level supervisor.

Information Technology Technician II - Receives general supervision from a higher-level supervisor.

SUPERVISION EXERCISED

Information Technology Technician I - None.

Information Technology Technician II - May exercise technical and functional supervision over lower level staff.

ESSENTIAL DUTIES

Installs and configures desktop computers, printers, and other desktop peripherals such as scanners and cameras; installs and supports various software and trains customers in the use of hardware and software.

Supports and troubleshoots client/server systems, databases, and networks; performs basic diagnostic testing; analyzes root cause of problem and develops long-term solutions; identifies and reports network problems to the proper network areas.

Configures and delivers laptop, notebook and tablet computers; sets up and trains customers in their use.

Analyzes failed equipment and performs repairs or returns equipment to vendor; reviews and tests vendor repairs.

Provides technical support in diagnosing and solving problems by telephone or remote access; responds to help desk requests according to urgency and priority levels; logs calls into help desk database and uses helpdesk software.

Participates in projects related to PC deployment, software and hardware procurement, or hardware consolidation.

Develops documentation and standard operating procedures as they relate to assignment.

Deploys and maintains mobile devices, including mobile data computers, wireless routers and a variety of related peripheral devices.

Assists users with log-on authentication; instructs users in saving data to network server resources as appropriate to ensure data backup and recovery.

Performs research to resolve problems or refers to higher-level staff.

Order supplies and maintains and tracks inventory; assists in asset management of personal computers, laptops, and related peripheral equipment.

Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Information Technology Technician I

Knowledge of:

Principles and practices of information technology.

Personal computers, laptops, notebooks and tablets, including hardware and software and related peripheral equipment.

Microsoft Active Directory structure and functions.

Microsoft Windows operating systems.

Modern office equipment and procedures.

Basic mathematical principles.

English usage, spelling, grammar and punctuation.

Customer service principles

Ability to:

Perform personal computer, laptop, notebook and tablet hardware and software customer support duties.

Intermittently review documents related to department operations; observe, identify and problem solve procedural issues.

Learn help desk software and database use.

Diagnose and repair or instruct users in resolving hardware and software problems.

Train and instruct users in Microsoft Windows Operating Systems and Office Suites, e-mail and internet use and use and operation of a variety of peripheral equipment.

Maintain confidentiality as necessary.

Work weekends, evenings or standby, as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Information Technology Technician II

In addition to requirements for the Information Technology Technician I:

Knowledge of:

Principles and techniques of a variety of desktop operating and data communications systems.

Principles and techniques of installing, repairing, and maintaining desktop hardware and software.

Principles and techniques of advanced troubleshooting for desktop computer, laptop, notebook, tablets and printers in a network environment.

Project management methodologies.

Ability to:

Independently perform personal computer, laptop, notebook and tablet hardware and software customer support duties.

Independently perform system installations, problem correction and repair of equipment.

Explain department and City policies regarding use of computer and communications systems.

Effectively troubleshoot, diagnose, and resolve hardware and software issues.

EXPERIENCE AND EDUCATION

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

Information Technology Technician I

Experience: No experience is required.

Education: Equivalent to an Associate's degree from an accredited college or university in computer science, information systems, or a related field.

Information Technology Technician II

Experience: Two (2) years of responsible experience performing duties similar to that of an Information Technology Technician I in the City of Hayward.

Education: Equivalent to an Associate's degree from an accredited college or university in computer science, information systems, or a related field.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, twist, turn kneel, bend, squat, stoop in the performance of daily office activities; converse by telephone, email, in person, and to small or large groups and be clearly understood; read and comprehend technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner; and safely lift, carry and maneuver office supplies and computer related equipment, documents, or boxes weighing up to 35 pounds. Essential functions must be performed with or without reasonable accommodations.

PROBATIONARY PERIOD: One (1) Year

630CS94

July 1989

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APP GROUP: 15

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt