



JOB DESCRIPTION

Information Technology Technician

Date Prepared: March 2014

Class Code: 1630

SUMMARY: Under basic supervision, provides first-level technical support functions for City Information Technology (IT) system users; identifies and resolves problems; and maintains computer hardware and software systems, technology infrastructure, communications equipment, and peripherals.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Responds to help desk inquiries and requests for Information Technology (IT) services.
- Works independently and makes appropriate decisions based on experience; performs work within scope of authority and training; duties may vary according to job assignment.
- Organizes, plans, manages, and prioritizes IT service requests; interviews user to collect information about technology problems and technical issues, and leads user through diagnostic procedures to determine source of error; trains users on IT software, hardware, and peripheral equipment.
- Defines problems, identifies and isolates errors, and implements technical solutions to solve problems.
- Provides technical support, training, and assistance to employees; explains IT issues, and implements solutions according to IT Department standards, guidelines, and procedures; follows up with users to verify the functionality of the users' systems.
- Refers complex problems which are beyond the skills of the IT Technician to senior technical staff and contractors; learns to maintain new and existing network systems and components.
- Installs, moves, updates, and integrates computers, workstations, system components, communications equipment, and peripherals; installs and configures software upgrades, enhancements, and revised functions; verifies performance of user's systems.
- Performs basic PBX programming, configurations, and installations; maintains City directory and v-mail.
- Analyzes and resolves technical problems, documents IT problems and technical changes, and tracks service improvements; notifies manager and other technicians of unusual problems and problem trends in order to provide improved IT services.
- Maintains and enforces all aspects of computer security procedures and standards.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High School Diploma or GED equivalent AND one year of computer systems support experience and Associate's Degree in Computer Science is preferred.

Knowledge of:

- City organization, operations, policies, and procedures.
- Troubleshooting techniques for computer hardware, software, and peripheral equipment.
- Technical support principles, procedures, and quality standards.
- Networked computer system environments and peripheral device capabilities.
- Software applications and operating systems used at City, including Microsoft OS.
- Principles and protocols for the management of electronic information.
- IT access policies, and data security protocols.
- Telecommunications hardware and software systems.

Skill in:

- Diagnosing and resolving technical problems in a network environment.
- Responding professionally, effectively, and efficiently to customer service requests.
- Assessing customer support needs, and implementing effective solutions.
- Using basic tools and procedures for repairing computers, equipment, and peripheral devices.
- Installing, repairing, and maintaining computer software, hardware, and peripherals in a multiple operating system environment.
- Operating a personal computer utilizing specialized software, and entering information into a computer system with speed and accuracy.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License is required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment; may be required to bend, stoop, crawl, and navigate tight spaces. Requires vision capacity to perform fine calibrations and differentiate between colored wires.