

INFORMATION TECHNOLOGY TECHNICIAN I
INFORMATION TECHNOLOGY TECHNICIAN II

DEFINITION

To perform responsible technical duties related to computer hardware and software customer support; provide project support for new and modified systems; and to install and configure desktop computers and related 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 Senior Information Technology Technician in that the latter performs the most difficult and responsible types of duties assigned to classes within this series including overseeing assigned projects and exercising technical and functional supervision as appropriate.

SUPERVISION RECEIVED AND EXERCISED

Information Technology Technician I

Receives immediate supervision from a higher level supervisor.

Information Technology Technician II

Receives general supervision from a higher level supervisor.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Information Technology Technician I/II

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Install and configure desktop computers, printers, and other desktop peripherals such as scanners, cameras, and PDAs; install and support various software and train customers in the use of hardware and software.

Support and troubleshoot current desktop operating systems; perform basic diagnostic testing; analyze root cause of problem and develop long-term solutions; identify and report network problems to the proper network areas.

Create and maintain desktop deployment images.

Deliver laptop computers, set up and train customers in their use.

Analyze failed equipment and perform repairs or return equipment to vendor; review and test vendor repairs.

Provide technical support in diagnosing and solving problems by telephone or remote access; respond to help desk trouble tickets according to urgency and priority levels; log calls into help desk database and use helpdesk software.

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

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

Deploy and maintain mobile devices.

Assist users with log-on authentication; instruct users in saving data and backing up systems.

Perform research to resolve problems or refer to higher level staff.

Order supplies and maintain and track inventory; assist in asset management of personal computers, laptops, and related peripheral equipment.

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

Perform related work as required.

MINIMUM QUALIFICATIONS

Information Technology Technician I

Knowledge of:

Principles and practices of information technology.

Personal computers, including hardware and software and related peripheral equipment.

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:

To perform personal computer hardware and software customer support duties.

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

On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.

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 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.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

Experience:

No experience is required.

AND

Training:

An Associate's degree or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education from an accredited college or university. Course work in computer science, information systems, or a related field is desirable. Two years of related work experience can substitute for an Associate's Degree.

License or Certificate

Possession of a valid California driver's license by date of appointment.

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 and printers in a network environment.

Project management methodologies.

Ability to:

Independently perform personal computer 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 Training

Experience:

Two years of responsible experience performing duties similar to that of an Information Technology Technician I in the City of Roseville.

AND

Training:

An Associate's degree or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education from an accredited college or university. Course work in computer science, information systems, or a related field is desirable. Two years of related work experience can substitute for an Associate's Degree.

License or Certificate

Possession of a valid California driver's license by date of appointment.

Possession of Microsoft Certification is desirable.

01-17-19

05/24/17

08-25-12 Information Technology Technician I/II

Operations and Support Tech I/II

Help Desk Technician

04-01-06 Operations and Support Tech I/II

07-01-05

07-01-98 Operations & Support Tech I/II

10-01-88 MIS Tech I /II

02-11-87 Data Processing Tech I/II