

SENIOR INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

To organize, assign and review the work of assigned personnel engaged in the performance of responsible technical duties related to computer hardware and software customer support; to perform duties requiring specialized knowledge; and to provide technical support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

The Senior Information Technology Technician is the advanced journey level in the Information Technology Technician class series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken and by the amount of time spent performing the duties. Employees perform the most difficult and responsible types of duties assigned to classes within this series, which may include providing technical and functional supervision over assigned personnel. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from a higher level supervisor.

May exercise technical and functional supervision over technical information technology staff.

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

Plan, prioritize, and review the work of staff assigned to a variety of technical information technology functions that may include the installation and configuration of hardware and software, troubleshooting of desktop operating systems, and end user, as assigned.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Provide and coordinate staff training; work with employees to correct deficiencies.

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Provide technical support in diagnosing and solving the more difficult 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.

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

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

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.

### **When Assigned to Client Services**

Oversee and participate in projects related to the deployment of PC's, the procurement of software and hardware, and/or hardware consolidation.

Test, implement and maintain computer systems to manage devices and automate distribution of software and security updates.

Participate in the development and implementation of automation and process improvement in the areas of software distribution, security updates and the management of desktop computer.

Test and implement upgrades to desktop enterprise applications and operations systems.

Troubleshoot and resolve the more difficult projects related to network account management; provide support for emergency incident diagnosis resolution.

Install and configure desktop computers, printers, and other desktop peripherals; 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.

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

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

**When Assigned to Network Infrastructure:**

Provide Tier I support, troubleshooting and resolving network related issues with city staff.

Assist with Tier II support of the City network infrastructure systems and resources – assist in maintaining and documenting these systems; monitoring and management of all hardware and software associated with the City’s wireless and wired local and wide area networks.

Work with vendors and city staff to implement new and upgrade existing solutions related to network infrastructure.

Assist IT Analysts and Information Security Administrator to maintain security systems, components and configurations.

**MINIMUM QUALIFICATIONS**

Knowledge of:

Principles and practices of information technology, including personal computers, hardware and software and related peripheral equipment.

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

Principles and techniques of advanced troubleshooting for desktop computer and printers in a network environment.

Principles and practices of technical and functional supervision and training.

Project management methodologies.

Active Directory structure and functions.

Microsoft Windows operating systems.

Modern office equipment and procedures.

Basic mathematical principles.

English language; usage, spelling, grammar and punctuation.

Customer service principles.

Ability to:

Organize, assign and review the work of staff engaged in a variety of technical information technology duties.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and technical documents; research, identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

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.

Perform the most complex and difficult duties related to technical personal computer, hardware and software customer support duties.

Perform the more difficult 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.

Train and instruct users in various desktop software and internet use and use and operation of a variety of peripheral equipment.

Maintain confidentiality as necessary.

Work evenings, weekends and 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:

Two years of responsible experience performing duties similar to that of an Information Technology Technician II 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. Preferably in computer science, information systems, or a related field. 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.

04-04-19

05-24-17

08-03-15

08-25-12      Senior Information Technology Technician