

CLASS SPECIFICATION



CLASS: Information Technology Support Technician I/II
ALLOCATION: Administrative Services
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA

ESTABLISHED: September 2007
REVISED: November 2015

JOB SUMMARY

Under general supervision, performs desktop operations system support services such as, installs and performs minor repairs to hardware, software, and peripheral equipment; responds to help desk inquiries including, answers questions and resolves computer problems for customers in person, via telephone, or from remote location; monitors and manages the County telephone systems; provides computer training; tracks inventory and performs related work as assigned.

Information Technology Support Technician I is the technical entry-level classification in the computer support series. Initially under close supervision, incumbents learn County and departmental computer operations, as well as, rules, policies and procedures. As experience is gained, assignments become more complex and are performed independently. This class is flexibly staffed with Information Technology Support Technician II and incumbents may advance to the higher level after gaining sufficient experience and demonstrating proficiency to meet the requirements of the next higher level.

Information Technology Support Technician II is the technical journey-level classification in the computer support series, fully competent to perform all facets of the classification.

CLASS CHARACTERISTICS

This classification may report to an Information Technology Supervisor or Manager. This class is distinguished from the Senior Information Technology Support Technician in that the latter has project management and lead direction responsibilities.

EXAMPLES OF DUTIES:

Essential:

I Level:

- Provides assistance to customers and County departments; serves as the County's help desk first point of contact for trouble calls and requests; answers customer inquiries regarding computer software or hardware operation to resolve problems; explains to customers how to use features of desktop equipment including telephones, computer terminals and personal computers.
- Installs and performs minor repairs to hardware, software, or peripheral equipment, following design or installation specifications; sets up equipment for employee use, performs and ensures proper installation of cables, operating systems, or appropriate software.
- Reviews the daily performance of computer systems; maintains records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Maintains inventory of computer hardware and software.
- Enters commands and observes system functioning to verify correct operations and detect errors.
- Maintains knowledge of current hardware and software through trade journals and technical manuals, etc.
- Refers major hardware or software problems or defective products to ITS Tech IIs, IT Analyst I/II or vendors for service.

II Level (in addition to the above):

- Coordinates the integration and implementation of all hardware, software and peripheral equipment changes within the computer operations environment; reviews modifications and upgrades to operating systems to determine impact on computer operators; notifies customers affected by the changes, revises operating procedures if or as needed.
- Develops training materials and procedures; trains customers in the proper use of hardware and software; conducts basic, intermediate and advanced level computer training classes.
- Researches hardware and software failures and configuration issues to discover fixes, identifies trends in technical failures; prepares evaluations of software or hardware and recommends solutions, such as,

improvements or upgrades.

- Performs preventive maintenance operations; evaluates discrepancies and malfunctions to determine the problem; reports problems to vendors; resolves problems with product vendor support and implements solutions as necessary.
- Confers with staff, customers, and management to establish requirements for new systems or modifications.
- Reviews technical manuals, confers with customers, or conducts computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Refers the more complex operational system support issues to Senior Information Technology Support Technicians.

If assigned to Telephone Operations (in addition to the II-Level duties):

- Coordinates telephone communication needs for County departments; coordinates telephone installation, moves and disconnects as required; maintains database to assure system is accurate and current.
- Installs, maintains and repairs telephone systems equipment.
- Reviews technical issues and procedures, and recommends solutions; provides insight and technical strategy for planning of telephone systems; recommends and evaluates new technologies.
- Assesses network functionality, protocols, peripherals and security related to the telephones; identifies, locates and resolves problems; evaluates trends, anticipates problems, and develops procedures.
- Operates the County's telephone and voice mail system; manages features such as call forwarding, caller ID, call pickup and others.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Assists in billing activities for computer equipment and supplies.
- Uses standard office equipment in the course of the work; uses hand and power tools to install hardware and cabling.
- May drive a personal or County motor vehicle in the course of the work to visit various departmental work sites.

EMPLOYMENT STANDARDS:

Knowledge of:

I Level:

- Electronic equipment and computer hardware and software.
- Principles and processes of providing customer service including, customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Principles and practices of record-keeping management.
- Safe work methods and safety regulations and precautions pertaining to the work.
- English language structure and content including the meaning and spelling of words, rules of composition, and grammar.
- Basic mathematical, statistical and business administration concepts.

II Level (in addition to the above):

- Electronic equipment and computer hardware and software applications utilized by the County.
- County and departmental operations, terminology, rules, policies and procedures.

If assigned to Telephone Operations (in addition to the above):

- Telephone equipment including main and intermediate distribution frames, instruments, jacks, switches, associated station wiring, cables and hardware.

Skill in:

I Level:

- Installing equipment, machines, wiring, or programs to meet specifications.
- Determining causes of operating errors and deciding what action to take.
- Reviewing information to determine appropriate cause of action.

- Servicing, repairing, adjusting, and testing machines, devices and equipment.
- Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Working in a united team environment.
- Controlling operations of equipment or systems.
- Talking to others to convey information effectively.
- Operating hand and power tools related to the work.

II Level (in addition to the above):

- Analyzing and using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Selecting and using training/instructional methods and procedures appropriate for the needs of the audience.
- Understanding the implications of new information for current and future problem-solving and decision-making.
- Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.

Ability to:

- Combine pieces of information to form general rules or conclusions.
- Apply general rules to specific problems to produce answers that make sense.
- Communicate effectively in writing and verbally as appropriate for the needs of the audience.
- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Read and understand information and ideas presented in writing and verbally.
- Observe, receive and obtain information from all relevant sources.
- Maintain composure in difficult situations.
- Apply detail and thoroughness in completing tasks.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by the employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group III) which will measure the ability to:

- Properly handle equipment and supplies weighing up to 25 pounds on routine basis.
- Properly handle equipment weighing up to 40 – 80 pounds, occasionally.
- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop, and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms, and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Perform physical activities that require considerable use of arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, kneeling, crouching and crawling.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- May be required to work evenings, weekends and/or holidays as directed.
- May at times be exposed to loud noise levels. However, noise levels are typically quiet.

Technology Used:

- Backup or archival software – Back-up Exec
- Configuration management software – Ghost
- File system software – Microsoft Server – Active Directory
- Help desk or call center software – Layton Technology Help Box

- Internet directory services software – Active Directory
- Operating system software – Win XP PRO, Vista, Windows 2003 Server
- Transaction security and virus protection software – Symantec Norton Antivirus
- Microsoft Office software – Access, Excel, Word, PowerPoint, Publisher, Outlook
- Telephone PBX Systems – Mitel, Panasonic

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN I:

Licenses and Certification:

Obtain a valid California Class C driver's license within 10 days of employment.

MINIMUM: Equivalent to graduation from high school, 15 relevant semester units of completed college coursework or relevant post-high school technical coursework and two years of relevant desktop computer operations or telephone systems experience. A list of the coursework must be submitted with application.

Candidates with strong experience who lack the education are encouraged to apply.

PREFERRED: In addition to the minimum, additional relevant desktop computer operations experience in a public agency setting.

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN II:

Licenses and Certification:

Prior to completion of probationary period, successfully complete and maintain a CompTia A+ Certificate or Mitel Enterprise Manager depending on the area of assignment.

MINIMUM: 30 relevant semester units of completed college coursework or equivalent relevant post-high school technical coursework and one year of experience at a level equivalent to the County's class of Information Technology Support Technician I level. A list of the coursework must be submitted with application.

Candidates with strong experience who lack the education are encouraged to apply.

PREFERRED: In addition to the minimum, an Associate's Degree from an accredited college or university in Computer Science or Management Information Systems and additional relevant computer operations or telephone systems experience preferably in a public agency setting.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept Approval:
Date:

EEOC: C
WC: 8810.1

HR Approval:
Date:

Signature: _____

Signature: _____