Information Technology Technician II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision of the Information Technology Manager, performs technical and skilled duties in the operation of enterprise, client/server and desktop computer systems and networks, including multiple on-line network systems, auxiliary consoles and peripheral equipment on electronic computer systems; initializes, operates, controls, troubleshoots and performs maintenance on assigned systems and equipment; assists users in resolving problems with computer hardware and software; performs related duties as assigned.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Help maintain website, communicating with website software vendor and provide training to website users.

2. Monitors environmental equipment (air conditioning, humidity and temperature of computer equipment).

3. Monitors and enforces network & password security.

4. Technician will work also in a Police department environment with sensitive data.

5. Performs back up, recovery for data of all city servers / devices.

6. Resolves network problems, monitors network throughout the city.

7. Monitors hardware and software on LAN/WAN systems.

8 . Performs system administrator functions for the city network.

9. Troubleshoots software and hardware to maintain performance and system throughput.

10. Trains users on use of equipment and application software.

11. Assists customers in resolving problems with computer hardware and software.

12. Assists in planning migrations to new or improved hardware and software products.

13. Makes technical presentations internally and to outside departments.

14. Coordinates and schedules work with vendor service providers.

15. Setup and maintain personal computers (Windows based.)

16. Setup and administer network servers (Windows based).

QUALIFICATIONS
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:
1. Operation, installation and maintenance of enterprise, personal computer and network operating systems.

2. Server and Personal Computer hardware architecture.

3. Terminology used in the operation of the City's enterprise, personal computer and network systems.

4. Principles, practices and techniques of providing customer service and training.

5. Requirements and procedures for setup and maintenance of computers and peripherals.

6. Techniques for troubleshooting computer and network problems.

7. Basic record keeping practices.

Ability to:
1. Confer with users and programmers to troubleshoot and resolve processing problems.

2. Coordinate and schedule system and network maintenance activities.

3. Understand and explain complex procedures and instructions.

4. Maintain accurate logs and records, and write trouble reports.

5. Communicate clearly and concisely, both orally and in writing.

6. Organize and prioritize work and meeting critical deadlines.

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

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to an Associate of Arts degree in computer science or completion of a certificate program that is equivalent to the major coursework for an Associate of Arts degree in computer science.

Experience:

Three years of experience performing enterprise and/or client/server work for a medium to large-scale computer system under advanced operating systems. Novell Server experience desired. MSCE preferred. Web software and/or application training desired. PC repair experience required. Software installation and configuration required.

License or Certificate:

Possession of, or ability to obtain by date of appointment, an appropriate driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Work is performed primarily in a standard office environment with some travel to different sites; work closely with others and work alone; exposure to electrical energy and computer screens; incumbents may be required to work extended hours including evenings and weekends.

Physical:

Primary functions require sufficient physical ability and mobility to work in an office setting; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision:

See in the normal visual range with or without correction.

Hearing:

Hear in the normal audio range with or without correction.

Date Established: 7/26/05
Resolution No. 7295