INFORMATION TECHNOLOGY TECHNICIAN I/II

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under director or general supervision, provides technical assistance to system users for computer and network related problems; installs, troubleshoots, repairs, and maintains telecommunications, data, and computer equipment; sets up, configures, and provides support for desktop computer equipment including hardware, software and peripheral equipment; upgrades existing hardware and software; and responds to requests for assistance from system users and resolves operational problems.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision by assigned supervisor or management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Information Technology Technician I – This is the entry level class in the Information Technology Technician series. This class performs the more routine tasks and duties assigned to positions within the series including setting up and configuring computers and peripherals and performing routine activities on the networked system. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Information Technology Technician II level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions, and is at the discretion of higher level supervisory or management staff.

Information Technology Technician II – This is the full journey level class in the Information Technology Technician series performing the full range of technical support duties with only occasional instruction or assistance. Positions at this level are distinguished from the Information Technology Technician I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. After assignment work is normally reviewed only on completion and for overall results and quality control. Positions in this class series are flexibly staffed and positions at the Information Technology Technician II level are normally filled by advancement from the Information Technology Technician I level.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

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

➢ Provide technical assistance to system users for computer and networked systems equipment including hardware, software, and peripheral equipment.

➢ Test, diagnose and repair computer systems and peripheral equipment including printers, modems, and network devices per written or verbal request; troubleshoot equipment to ensure functional operation.

➢ Respond to requests for assistance on desktop and computer related problems including hardware, software, peripheral printers and related equipment; determine severity of problem and resolve or refer to higher-level information systems staff; send out for repairs as necessary.

➢ Upgrade personal computers and/or recommend replacement of equipment as necessary to meet user requirements; recommend components for specific applications including hybrid video board, hard drive and motherboard configurations; requisition parts and supplies needed to complete assignments and/or assist users in preparing purchase requisitions for the purchase of component parts.

➢ Install and maintain network work stations and software; configure, install, and test network interface adapters and connect new clients to existing networks; isolate and repair network communications problems at the personal computer, network hub and host locations.

➢ Relocate computer equipment due to personnel changes; coordinate moves with user departments; reconnect and reconfigure work stations; install and connect cable and wiring for systems as needed.

➢ Maintain, and update existing telephone system, voice mail operational programming and related documents and databases; troubleshoot and initiate appropriate repair actions for quick resolution of problems; assist users on the purchase of telephone equipment, providing input on equipment specifications to best meet their needs.

➢ Plan and install new telephone sets and connections as requested; coordinate the move of existing telephone sets as requested; coordinate activities of contract service personnel as necessary.

➢ Perform a variety of miscellaneous duties including the operation and troubleshooting of computerized systems and security systems; record and provide information on computer equipment to ensure proper maintenance of capital equipment inventory.

➢ Perform related duties as required.

QUALIFICATIONS

Knowledge of:
➢ Basic operations, services, and activities of an information systems program.
➢ Basic principles and practices of computer science and information systems.
➢ Personnel computer hardware and software components.
➢ Basic operational characteristics of network systems.
➢ Methods and techniques of troubleshooting network and information systems hardware and software problems.
➢ Principles and practices of customer service.
➢ Basic operational characteristics of various computer software packages.
➢ Operational characteristics of a variety of communication equipment and devices.
➢ Principles and practices of record keeping.
➢ Modern office procedures, methods and equipment.
➢ English usage, grammar, spelling, vocabulary, and punctuation.
➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:
➢ Perform a variety of technical duties in support of network and computer systems hardware and software.
➢ Operate personal computers, printers, and other peripheral equipment.
➢ Install, configure, troubleshoot and/or repair basic computer and network hardware and software problems.

➢ Respond to and identify user computer related problems.
➢ Perform routine technical activities on networked systems.
➢ Test and repair network cabling problems.
➢ Communicate technical information to a wide variety of users.
➢ Use English effectively to communicate in person, over the telephone, and in writing.
➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:
Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

Information Technology Technician I
1. High school diploma or equivalent supplemented by college level course work in information systems, computer science, or a related field; AND
2. One (1) year of desktop and/or network technical support experience is desirable.

Information Technology Technician II
1. High school diploma or equivalent supplemented by college level course work in information systems, computer science, or a related field; AND
2. Three (3) years of increasingly responsible experience performing duties at a level comparable to an Information Technology Technician I with the District.

License or Certificate:
➢ Possession of a valid California class C driver's license.

Disaster Service Workers:
All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is a sedentary office classification although standing in work areas and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.