



APRIL 2018
FLSA: NON-EXEMPT

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 direct or general supervision or direction, provides technical assistance to system users for computer and network related problems; installs, troubleshoots, repairs, and maintains telecommunications, data, computer network, and audiovisual 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 or direction from the assigned supervisory or managerial staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Information Technology Technician I – This classification is the first of six (6) levels within the information technology job 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.

Information Technology Technician II – This classification is the second of six (6) levels within the information technology job series performing the full range of technical support duties with only occasional instruction or assistance. Incumbents in this class 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 upon completion and for overall results and quality control.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

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.

- Provides technical assistance to system users for computer and networked systems equipment including hardware, software, and peripheral equipment; provides basic training assistance to users for new hardware/software rollouts
- Ensures established safety precautions are adhered to, corrects unsafe work conditions / practices, and/or reports unsafe work conditions / practices to assigned supervisory or managerial staff.

- Installs, troubleshoots, tests, diagnoses and repairs a variety of computer systems and peripheral equipment including printers, modems, network devices, network wiring, and audiovisual equipment per written or verbal request; troubleshoots equipment to ensure functional operation.
- Responds to requests for assistance on desktop and computer related problems including hardware, software, network printers, personal scanners and related equipment; determines severity of problem and resolves or refers to higher-level information systems staff; sends out for repairs as necessary.
- Investigates, troubleshoots, repairs, and resolves physical network related problems; troubleshoots physical network failures, and network cable issues; recommends and implements changes and improvements.
- Assists with system and network upgrades; installs or upgrades in-house or vendor software; installs and configures client computer hardware and drivers.
- Assigns computers to the domain; configures system applications for new employees and equipment upgrades; uses administrative software to assign and track configuration.
- Tracks assignment of hardware assets using administrative software.
- Upgrades personal computers and/or recommends replacement of equipment as necessary to meet user requirements; recommends components for specific applications including hybrid video board, hard drive and motherboard configurations; requisitions parts and supplies needed to complete assignments and/or assist users in preparing purchase requisitions for the purchase of component parts.
- Installs and maintains network work stations and software; configures, installs, and tests network interface adapters and connects new clients to existing networks; isolates and repairs network communications problems at the personal computer, network hub and host locations.
- Relocates computer equipment due to personnel changes; coordinates moves with user departments; reconnects and reconfigures work stations; installs and connects cable and wiring for systems as needed.
- Maintains and updates existing telephone system, voice mail operational programming and related documents and databases; troubleshoots and initiates appropriate repair actions for quick resolution of problems; assists users on the purchase of telephone equipment, providing input on equipment specifications to best meet their needs.
- Plans, installs, and troubleshoots new and existing telephone sets and connections as requested; may repair or replace phone, phone housing, and phone wiring equipment throughout the plants; coordinates the move of existing telephone sets as requested; coordinates activities of contract service personnel as necessary.
- Performs a variety of miscellaneous duties including the operation and troubleshooting of computerized systems and security systems; records and provides information on computer equipment to ensure proper maintenance of capital equipment inventory.
- Performs related duties as assigned.

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 installation and troubleshooting of network and information systems networks, hardware and software.
- 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 practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.

- English usage, grammar, spelling, vocabulary, and punctuation.
- Principles and practices of customer service and techniques for effectively communicating 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.
- Utilize a computer, relevant software applications and/or other equipment.
- Respond to and identify user computer-related problems; troubleshoot and diagnose problems; and perform maintenance and repair duties for assigned hardware/software.
- Perform routine technical activities on networked systems.
- Test and repair network cabling problems.
- Communicate technical information to a wide variety of users.
- Deliver customer service and effectively communicate in person, over the telephone, and in writing.
- Work extended hours, including nights, weekends and holidays when necessary.
- Work independently in the absence of supervision.
- Adhere to safe work practices and procedures in the workplace
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Operate a motor vehicle and travel to various District sites, projects and/or meetings.
- 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 G.E.D., 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.

Information Technology Technician II

1. High school diploma or G.E.D., 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.

Licenses and/or Certifications:

- 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; ability to operate a motor vehicle and travel to various District sites, projects and/or meetings; 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.