

CLASS SPECIFICATION



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

ESTABLISHED: September 2007
REVISED: September 2022

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:

- Provide assistance to customers and County departments; serve as the County's help desk first point of contact for trouble calls and requests; answer customer inquiries regarding computer software or hardware operation to resolve problems; explain to customers how to use features of desktop equipment including telephones, computer terminals and personal computers.
- Review the daily performance of computer systems; maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Perform preventive maintenance operations; evaluate discrepancies and malfunctions to determine the problem; report problems to vendors; resolve problems with product vendor support and implements solutions as necessary.
- Coordinate the integration and implementation of all hardware, software and peripheral equipment changes within the computer operations environment; review modifications and upgrades to operating systems to determine impact on computer operators; notify customers affected by the changes, revise operating procedures if or as needed.
- Install and perform 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.
- Review technical manuals, confer with customers, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Confer with staff, customers, and management to establish requirements for new systems or modifications.
- Research hardware and software failures and configuration issues to discover fixes; identify trends in technical

CLASS SPECIFICATION

failures; prepare evaluations of software or hardware and recommends solutions, such as, improvements or upgrades.

- Obtain quotes from vendors for computer hardware, software, and peripherals.
- Develop training materials and procedures; train customers in the proper use of hardware and software; conduct basic, intermediate and advanced level computer training classes.
- Maintain inventory of computer hardware and software.
- Refer complex operational system support issues to higher level information technology staff or vendors for service.
- Maintain knowledge of current hardware and software through trade journals and technical manuals, etc.

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

- Coordinate telephone communication needs for County departments; coordinate telephone installation, moves and disconnects as required; maintain database to assure system is accurate and current.
- Install, maintain and repair telephone systems equipment.
- Review technical issues and procedures, and recommends solutions; provide insight and technical strategy for planning of telephone systems; recommend and evaluate new technologies.
- Assess network functionality, protocols, peripherals and security related to the telephones; identify, locate and resolve problems; evaluate trends, anticipate problems, and develop procedures.
- Operate the County's telephone and voice mail system; manage features such as call forwarding, caller ID, call pickup and others.

If assigned to GIS (in addition to the above):

- Create, compose, modify, and edit GIS spatial and attribute data; export data for a variety of special projects.
- Produce maps, tables, drawings, and graphs for internal and external use; determine and execute the appropriate sequence of data processing tasks; use established GIS and permitting systems to query data and produce documents.
- Update and maintain GIS databases; clean up data and make corrections in response to changes and additional data sets integrated into GIS.
- Perform quality control checks to integrity of GIS data and applications; review and resolve conflicts in data; evaluate currency, usefulness, and completeness of data.
- Provide technical support related to software troubleshooting and recommend process improvements.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Assist in billing activities for computer equipment and supplies.
- Use standard office equipment in the course of the work; use 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:

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

CLASS SPECIFICATION

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.

If assigned to GIS (in addition to the above):

- Techniques used in Geographic Information Systems (GIS), including techniques for graphical representation, data input, geodatabases, and quality assurance control.
- Cartographic design principles and practices used to produce high quality maps.

Skill in:

- 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.
- 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.

If assigned to GIS (in addition to the above):

- Performing responsible technical duties in support of the County's GIS application and production of reports, maps, and graphics, including field work involving data collection, quality assurance and control, data loading and editing, and analysis.

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.

If assigned to GIS (in addition to the above):

- Assist in the design of geodatabases associated with the GIS base mapping and subsequent map layers.
- Research sources of geographic data and collect, interpret and integrate cartographic data from different sources.

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:

CLASS SPECIFICATION

- Properly handle equipment and supplies weighing up the 25 pounds on routine basis.
- Properly handle equipment weighing up between 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.

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:

The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain license throughout 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, telephone systems, or geographic information 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 three years of relevant desktop computer operations, telephone systems, or geographic information systems experience; or 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.*

CLASS SPECIFICATION

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:

Signature: _____

HR Approval:
Date:

Signature: _____

EEOC: C
WC: 9410

Established: September 2007
Revised: November 2015;
September 2022