

CLASSIFICATION SPECIFICATION



CLASS TITLE: Senior Information Technology Support Technician
ALLOCATION: Administrative Services
FLSA STATUS: Non-exempt
UNION AFFILIATION: YCEA

Established: September 2007
Revised: April 2010

JOB SUMMARY

Under limited supervision, provides lead direction and technical assistance to assigned support staff and/or project management; performs the more complex desktop computer and telephone operations system support services; serves as the primary contact and County's resource expert on assigned desktop computer and telephone operations and performs related work as assigned.

The **Senior Information Technology Support Technician** is the advanced technical journey level classification in the computer support series.

CLASS CHARACTERISTICS

This position reports directly to the Operational Unit Information Technology Supervisor in the Information Technology Division of the Administrative Services Department. This class is distinguished from the Information Technology Analyst I class as the scope of responsibilities are focused on project management and providing lead direction over an assigned desktop computer or telephone systems function.

EXAMPLES OF DUTIES:

Essential:

- Acts as project leader in assigned projects; provides lead direction, technical assistance, training, and work review to Information Technology Support Technician I/II's in the area of assignment; serves as the primary contact and resource expert on assigned projects.
- Assists with the planning, implementing, coordinating and providing day-to-day guidance over an assigned desktop computer or telephone operational area; organizes and assigns work, sets priorities and follows up to ensure coordination and completion of assigned work.
- Evaluates desktop computer and telephone operations and makes strategic recommendations to improve program and procedures; assists in the development of desktop computer and telephone operation standards and procedures.
- Performs the full range of Information Technology Support Technician I/II duties, as well as, resolves the most complex and sensitive desktop computer and telephone operation problems.

If assigned to Desktop Computer Operations (in addition to the above):

- Coordinates the integration and implementation of all hardware, software and peripheral equipment changes with 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.
- 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.
- Maintains knowledge of current hardware and software through trade journals and technical manuals, etc.

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

- 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:

- Basic business management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources.
- Methods and techniques of project management, development and review.
- 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.

If assigned to Desktop Computer Operations (in addition to the above):

- Electronic equipment and computer hardware and software applications utilized by the County.

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:

- Planning, directing and reviewing the work of subordinate staff and team members from other departments.
- Managing one's own time and the time of others.
- Identify measures or indicators of operational performance and the actions needed to improve or correct performance, relative to the goals of the department.
- 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.
- Reviewing information to determine appropriate cause of action.
- Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- Installing equipment, machines, wiring, or programs to meet specifications.
- Operating hand and power tools related to the work.
- Determining causes of operating errors and deciding what action to take.
- Servicing, repairing, adjusting, and testing machines, devices and equipment.
- Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Controlling operations of equipment or systems.
- Talking to others to convey information effectively.
- Keeping up-to-date technically and applying new knowledge to your job.

Ability to:

- Develop constructive and cooperative working relationship with others and maintaining them over time.
- Combine pieces of information to form general rules or conclusions.
- Apply general rules to specific problems to produce answers that make sense.
- Apply detail and thoroughness in completing tasks.
- 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.
- Create a unified team environment.
- Communicate effectively in writing and verbally as appropriate for the needs of the audience.

- 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.

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.

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:

MINIMUM:

Licenses and Certification:

- Obtain a valid California Class C driver's license within 10 days of employment.
- Prior to completion of probationary period possess a Project Management Institute (PMI) Certified Associate in Project Manager (CAPM) Credential or higher; or six college units of project management coursework; or 20 hours of continuing education in project management in the last five years and every five year period on an ongoing basis.

Education/Experience:

An Associate's Degree from an accredited college or university with major course work in a field related to the work or equivalent relevant post-high school technical coursework and two years of experience at a level equivalent to the County's class of Information Technology Support Technician II level. A list of the coursework must be submitted with application. Candidates with strong experience who lack the education are encouraged to apply.

PREFERRED:

Licenses and Certification:

- Possess and maintain a CompTia A+ or Mitel Enterprise Manager Certificate, or an equivalent certificate as determined by the department, depending on area of assignment.

Education/Experience:

In addition to the minimum, a Bachelor's Degree from an accredited college or university in Computer Science or Management Information Systems and additional relevant computer or telephone operations 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.