



DEFINITION

Under general supervision of the Information Technology Supervisor or Information Technology Manager and receiving day-to-day guidance and instruction from the Information Technology Analyst provides technical support and training on use of personal computers, printers, peripheral equipment, hardware, and software; resolves computer application problems and trouble shoots hardware malfunctions; provides support and installation for desktop computer applications; installs, configures, and makes repairs to personal computer hardware and software systems; provides technical assistance, training materials, and training, to system users; provides first-tier Information Technology support; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Information Technology Technician is a technical classification assigned to the Information Technology Division. Under general supervision, within a framework of established policies and procedures, incumbents perform a wide variety of administrative and technical support and end-user training on informational systems and application software which involves frequent contact with others and coordination of multiple and concurrent activities. Assignments are given in general terms and are subject to periodic review while in progress and upon completion by the Information Technology Supervisor. There is some latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the Information Technology Analyst classification series which performs routine to complex and specialized technical support tasks for a variety of LAN, WAN, desktop systems, cyber-security, and enterprise software requiring technical knowledge of District systems operation and integration in a multi-location, multi-platform environment. This classification is further distinguished from the Information Technology Administrator classification series which is a professional classification that performs the most complex technical and analytical duties and has overall responsibility for the operations and maintenance of District systems.

TYPICAL DUTIES

TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Evaluates and responds to requests for computer assistance from users experiencing problems with hardware, software, networking, and other computer related technologies.
- Responds to inquiries concerning systems operation and diagnoses system hardware, software, and operator problems; performs remedial actions to correct problems and/or determines and recommends solutions.
- Researches, resolves, and follows-up on routine user problems, referring more complex problems to higher level personnel.
- Installs or assists in the installation of personal computers, software, and peripheral components such as monitors, keyboards, printers, and disk drives.

- Configures specified software packages such as operating systems, word processing, and/or other programs.
- Inspects personal computer equipment and reviews Common Operating Environment (COE) and non-COE requirements in order to prepare computers for delivery.
- Maintains hardware and software inventory.
- Assists in coordinating activities with Information Technology Analyst, Information Technology Administrator, and/or other information technology personnel and trains users on software and hardware use.
- Provides updates, status, and work completion information to personnel and/or users, via voice mail, e-mail, or in-person communication.
- Assists in on-boarding new users.
- Performs other related work as required.

REQUIREMENTS

Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:

Education and Experience:

Possession of an Associates degree in computer science, information technology, or a related field, or vocational training in computer science or related field; and three (3) years of responsible technical experience performing technical support on personal computers and peripheral equipment including software administration.

Knowledge, Skills, and Abilities:

Knowledge of: principles and practices used in the operation, maintenance, and administration of networks, operating systems, personal computer system hardware, and related software applications; techniques and methods of computer hardware and software evaluation, implementation, and documentation; personal computers and peripherals; troubleshooting, configuration, and installation techniques; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: read, understand, and follow work rules and procedures; read and understand technical specifications and instructions; understand and follow oral and written directions; troubleshoot related problems and take appropriate action; identify and resolve hardware and software problems and performs repairs; set up PC hardware and install and configure software; train staff on software applications and hardware use; maintain accurate records of work in progress and work completed; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Additional Requirements:

- Must possess a valid California driver's license and have a satisfactory driving record.

Working Conditions/Physical Requirements:

The essential functions of this classification are performed in a controlled-temperature office environment and require the ability to work flexible hours and overtime and occasionally nights and weekends as needed; and physically require the ability to: sit for extended periods of time; stand to observe microcomputer use and install software and hardware; walk to various work stations; twist and reach with hands and arms; bend, stoop, kneel or crawl and occasionally climb and/or balance to check and install equipment; use finger dexterity and hand strength to operate, lift, move, repair and adjust computer equipment; speak and hear to train others and discuss user needs in person and by telephone; see to read computer screens and technical specifications; exert the strength to frequently lift, carry and move equipment weighing up to 55 pounds and/or push equipment weighing up to 90 pounds.

Revised: 06/20, 11/21

Approved: _____
Human Resources/Risk Manager

