

CITRUS HEIGHTS WATER DISTRICT
INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

To perform responsible technical duties related to computer hardware and software customer support; provide project support for new and modified systems; and to install and configure desktop computers and related equipment.

DISTINGUISHING CHARACTERISTICS

This is a journey level technical classification. Employees 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.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor or manager.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Install and configure personal computers (PCs), printers, and other PC peripherals such as scanners, cameras, and Personal Digital Assistants (PDAs); install and support various software and train staff in the use of hardware and software.

Support and troubleshoot current PC operating systems; perform basic diagnostic testing; analyze root cause of problems and develop long-term solutions; identify and report network problems to the proper network areas.

Create and maintain PC deployment images.

Analyze failed equipment and perform repairs or return equipment to vendor, review and test vendor repairs.

Provide technical support in diagnosing and solving problems by telephone or remote access; respond to help desk trouble tickets according to urgency and priority levels.

Participate in projects related to PC deployment, software and hardware procurement, or hardware consolidation; deliver computers, set up and train staff in their use.

Develop documentation and standard operating procedures as they relate to assignment.

Deploy and maintain mobile devices such as tablets, smartphones, and mobile hotspots. Set up and train staff in their use.

Information Technology Technician

Page 2

Assist users with log-on authentication; instruct users in saving data and backing up systems.

Perform research to resolve problems or refer to higher level staff.

Stay informed of technology advancements; develop and present training to staff on relevant technology related information, new equipment, program upgrades, and other upcoming changes.

Order supplies, maintain and track inventory; assist in asset management of PCs, mobile devices, and related equipment.

Maintain a physical presence in the office as required to perform essential administrative tasks.

Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of information technology.

Personal computers, including hardware and software and related peripheral equipment.

Active Directory structure and functions.

Microsoft Windows operating systems.

Principles and techniques of a variety of desktop operating and data communications systems.

Principles and techniques of installing, repairing, and maintaining PC hardware and software.

Principles and techniques of advanced troubleshooting for PC and printers in a network environment.

Project management methodologies.

Correct spelling, grammar, and punctuation.

Principles and practices of safety management.

Principles and practices of customer service.

Ability to:

Independently perform PC hardware and software customer support duties.

Independently perform system installations, problem correction and repair of equipment.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports, and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policies and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Diagnose and repair or instruct users in resolving hardware and software problems.

Train and instruct users in Microsoft Operating Systems and Office Suites, e-mail and internet use, and operation of a variety of peripheral equipment.

Train and instruct users in common mobile device operating systems, including use of iOS and Android, and use and operation of a variety of common mobile applications.

Maintain confidentiality as necessary.

Explain department and District policies regarding use of computer and communications systems.

Effectively troubleshoot, diagnose, and resolve hardware and software issues.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience providing technical information technology support including hardware, software and help desk activities.

Training:

Equivalent to the completion of an Associate's degree from an accredited college with major course work in computer science, information technology or a related field. Certification in one of the following programs may substitute for the degree:

- Cisco Certified Network Associate Routing and Switching
- Cisco Certified Network Associate Security
- Microsoft Certified Solutions Associate: Windows 10
- Microsoft Certified Solutions Associate: Windows Server 2016
- Microsoft Certified Solutions Associate: Office 365

License and Certificate

Possession of one or more of the following certifications is preferred:

- ITIL v3 Foundation
- Cisco Certified Network Professional Routing and Switching
- Cisco Certified Network Professional Security

Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a good driving record free from multiple or serious traffic violations or accidents for at least two (2) years duration is required. The driving record shall not contribute to an increase in the District's automobile insurance rates.

FLSA: Non-Exempt