CITY OF LATHROP

INFORMATION TECHNOLOGY TECHNICIAN

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Under general supervision, performs technical work in the maintenance, installation, testing and administration of computer hardware and software, which includes programs for confidential employee records and data, telecommunications equipment, web based Internet and Intranet technologies or helpdesk and customer support management; to diagnose and repair hardware and software problems; and to provide technical assistance and training to users.

DISTINGUISHING CHARACTERISTICS:

The Information Technology Technician is the entry level class responsible for performing a full range of duties and responsibilities with a high degree of confidentiality. Receives instruction from Information Technology Manager. This class is distinguished from the next higher classification of Information Technology Analyst in that the latter has overall responsibility for the implementation and maintenance of complex information systems.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher-level management staff.

ESSENTIAL FUNCTIONS: *(Include but are not limited to the following)*

- Responds to requests for assistance with hardware and software problems; diagnoses problems; repairs or arranges for the repair or replacement of faulty hardware, disks, drives, modems, printers, and other peripherals and software packages.

- Installs server/personal computer hardware and peripherals; cables and hooks up modems; installs boards and cards as necessary; installs system, emulation and application software packages.

- Monitor operational performance and troubleshoot system problems, isolate the cause of system failures; perform procedures for preventative maintenance including system back up, recovery, and equipment cleaning.

- Trains users on the use of computer equipment and peripherals, software packages, web-based technologies, help desk systems and assists with applications.

- Maintains inventory records of existing and newly acquired computer hardware and software, telecommunications, data communications, and web oriented Intranet/Internet equipment.

- Examine spyware logs daily and maintain spyware free computing environment.

- May provide administrative assistance for the City's computing system.

- May attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of information systems; research and evaluate advances in personal computer hardware and software including web based and helpdesk technologies and their applicability to City needs.

- Perform other related duties and responsibilities as required.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Personal computer hardware and software, office automation systems, and computer hardware architecture; Principles of multiple complex personal computer operating systems, network systems, and Intranet/Internet based systems; Principles of customer oriented languages, web oriented languages, and customer relationship management; Principles and techniques of training.
Principles and techniques of budgeting; Pertinent Federal, State, and local laws, codes, and regulations; Modern office practices and methods; principles and procedures of records keeping and reporting; Occupational hazards and standard safety practices; Call tracking systems like Track-It; Knowledge of RecTrac and LaserFiche preferred; Knowledge of Symantec Ghost, and Deep Freeze helpful.

Ability to:

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work; Communicate effectively both verbally and in writing; prepare clear and concise reports; maintain accurate and complete records; Work independently with minimal supervision; Read, interpret, and apply complex technical publications, manuals, and other documents; gather, analyze, organize and evaluate information regarding office automation, hardware and software, web based technologies and helpdesk support systems; Assess and define user needs to determine the City's hardware and software requirements; develop Accurately evaluate and prioritize hardware and software requests. Train users in the use of computer equipment, operating procedures, and use of the Internet; Operate a motor vehicle safely; Operate modem office equipment and computer equipment including use and communication on the Internet;

Experience and Training Guidelines

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

Experience:

One (1) year or more of experience in the installation, repair and maintenance of computer hardware, software systems, Internet systems, LAN (local area networks), web site maintenance, and teleprocessing networks, including experience with HTML, Microsoft NT and IBM AS 400.

Training:

There is a preference for candidates to have an associate degree with course work in computer science or a closely related field. Candidates lacking the degree will be considered where qualifying experience is sufficient.

License or Certificate:

Possession of, or ability to obtain, a valid California Class C driver's license.

It is desirable that the person appointed to this position possesses, or have the ability to obtain, certification from appropriate and recognized technical training institutes as it relates to knowledge, skills and ability to perform the essential duties and responsibilities of this job classification.

Other Requirement:

Candidates may be required to pass a P.O.S.T. level background investigation for clearance to work on Police Department systems, when so assigned.

WORKING CONDITIONS

Environmental Conditions:

Office environment; some field environment with travel from site to site; exposure to computer screens.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for sitting, bending, stooping, kneeling, crawling, and standing for prolonged periods of time; operating an automobile for an extended time period; using a computer and related equipment; and lifting up to 75 pounds.