

INFORMATION TECHNOLOGY TECHNICIAN

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under general supervision, provides technical assistance to system users for computer and network related problems; installs, troubleshoots, repairs, and maintains telecommunications, data, computer network, and audiovisual equipment; sets up, configures, and provides support for desktop computer equipment including hardware, software, and peripheral equipment; upgrades existing hardware and software; responds to requests for assistance from system users and resolves operational problems; and performs duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and/or managerial staff. Exercises no direct supervision of staff.

CLASS CHARACTERISTICS

This classification is the first of five levels within the information technology job series. This class is responsible for performing the full range of information technology support duties assigned, working independently, and exercising judgment and initiative. Positions 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. This class is distinguished from the Information Technology Analyst I in that the latter performs professional-level specialized technical duties related to the analysis, evaluation, design, implementation, and maintenance of information systems and infrastructure.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Provides technical assistance to system users for computer and networked systems equipment including hardware, software, and peripheral equipment; provides training assistance to users for new hardware/software rollouts.
- Installs, troubleshoots, tests, diagnoses, and repairs a variety of computer systems and peripheral equipment including printers, modems, network devices, network wiring, and audiovisual equipment per written or verbal request; troubleshoots equipment to ensure functional operation.
- Responds to requests for assistance on desktop and computer related problems including hardware, software, network printers, scanners, and related equipment; determines severity of problem and resolves or refers to higher-level information systems staff; sends out for repairs as necessary.
- Investigates, troubleshoots, repairs, and resolves physical network related problems; troubleshoots physical network failures, and network cable issues; recommends and implements changes and improvements.

- Assists with system and network upgrades; installs or upgrades in-house or vendor software; installs and configures client computer hardware and drivers.
- Assigns computers to the domain; configures system applications for new employees and equipment upgrades; uses administrative software to assign and track configuration.
- Tracks assignment of hardware assets using administrative software; records and provides information on computer equipment to ensure proper maintenance of capital equipment inventory.
- Upgrades personal computers and/or recommends replacement of equipment as necessary to meet user requirements; recommends components for specific applications including hybrid video board, hard drive, and motherboard configurations; requisitions parts and supplies needed to complete assignments and/or assist users in preparing purchase requisitions for the purchase of component parts.
- Installs and maintains networked workstations and software; configures, installs, and tests network interface adapters and connects new clients to existing networks; isolates and repairs network communications problems at the personal computer, network hub, and host locations.
- Relocates computer equipment due to personnel changes; coordinates physical moves with user departments; reconnects and reconfigures workstations; installs and connects cable and wiring for systems as needed.
- Plans, installs, and troubleshoots new and existing telephone sets and connections as requested; maintains and updates existing telephone system, voicemail operational programming, and related documents and databases; troubleshoots and initiates appropriate repair actions for quick resolution of problems; assists users on the purchase of telephone equipment, providing input on equipment specifications to best meet their needs; coordinates the move of existing telephone sets as requested; coordinates activities of contract service personnel as necessary; may repair or replace phone, phone housing, and phone wiring equipment throughout the plants.
- Ensures safety and health procedures and precautions are adhered to, corrects unsafe work conditions/practices, and/or reports unsafe work conditions/practices to assigned supervisory or managerial staff.
- Performs duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic operations, services, and activities of an information systems program.
- Basic principles and practices of computer science and information systems.
- Personnel computer hardware and software components.
- Basic operational characteristics of networked systems.
- Methods and techniques of installing and troubleshooting information systems networks, hardware, and software.
- Operational characteristics of a variety of communication equipment and devices.
- Principles and practices of record keeping.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of technical duties in support of networked systems and computer systems hardware and software.
- Respond to and identify user computer-related problems; troubleshoot and diagnose problems; and perform maintenance and repair duties for assigned hardware/software.
- Test and repair network cabling problems.

- Communicate technical information to a wide variety of users.
- Operate a motor vehicle and travel to various OC San sites, projects and/or meetings.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OC San.

1. High school diploma or G.E.D., supplemented by college level course work in information systems, computer science, or a related field.
2. Two (2) years of experience performing desktop and/or network technical support.

Licenses and/or Certifications:

- Must possess a valid California Class C Driver's License.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

- Mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various OC San sites; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL ELEMENTS

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS

- May be required to work extended hours, including nights, weekends, and holidays when necessary.
- Probationary Period: All OC San employees, except classifications considered “at-will”, are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve “at-will” and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San’s pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.