



# Information Technology Technician I/II

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## Class Specification

Revised 9/23

Class ID: 500

Unit: NAME

Probation: 6 Months

FLSA: Non-Exempt

## DEFINITION

Under supervision, provides technical assistance and support including network maintenance, setup, operation, and control of microcomputer hardware and software, and telecommunications systems and activities; troubleshoots, diagnoses, and resolves personal computer hardware and software issues for end users; and performs related duties as assigned.

## SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Chief Information Officer/Information Technology Director. Exercises no direct supervision over staff.

## DISTINGUISHING CHARACTERISTICS

Information Technology Technician I - This is an entry-level technical position in the Information Technology Technician class series. This class is distinguished from the Information Technology Technician II position by the performance of assignments that are typically more routine and repetitive and fit within established guidelines. Incumbents perform duties from written or verbal instructions, handle routine calls, have limited problem-solving skills, and need assistance to resolve issues.

Information Technology Technician II – This is the journey level class within the Information Technology Technician class series. This class is distinguished from the Information Technology Technician I by the performance of the full range of technology support duties as assigned including those requiring the application of highly technical knowledge and skills related to desktop computer hardware and software. Responsibilities include organizing and performing technical work within established schedules and standards utilizing independent judgment and solving first and second tier support problems. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise, are expected to be fully proficient in desktop computer and software support and are also fully aware of operating procedures and policies of the work unit.

Positions in the Information Technology Technician class series are flexibly staffed and positions at the Information Technology Technician II level are normally filled by advancement from the Information Technology Technician I level after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

## EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Receive, log, and track all helpdesk inquiries from users related to technical problems and questions; respond to inquiries concerning systems/network operations and telecommunication systems and diagnose system hardware, software, and operator problems; recommend or perform minor computer hardware repairs to correct problems.

Set up, maintain, and troubleshoot computer hardware, software, and peripheral components such as computers, monitors, keyboards, printers, telephone, and voicemail systems equipment; perform regular maintenance functions to assure maximum performance and reliability.

Troubleshoot and diagnose a wide range of client and network problems in addition to repairing

personal computers, servers, and peripheral equipment; set up and maintain basic network operating equipment, including network hardware; coordinate and schedule vendor maintenance and repair activities.

Remediate spyware, malware, and viruses.

Install and update approved and licensed software packages such as operating systems, word processing, spreadsheet, database applications, and other applications used by departments.

Develop, enhance, and maintain documentation for the Information Technology Division; develop and provide training to City staff on equipment and supported software.

Keep current on trends, developments, innovations, and equipment, used in desktop systems, anti-virus software, office automation, graphics, spreadsheets, and word processing.

Track inventory of computer equipment and maintain computerized inventory system; order and maintain computer supplies.

Install and support a virtualized server environment (VMWare).

Maintain and support all servers (email, intranet and internet web sites, content management software, web server, video streaming).

Install, configure, and support third-party software and legacy applications; schedule vendor maintenance and repair activities; provide additional third-party support for department specific applications.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Current principles and operations of computer systems, networks and peripheral equipment.
- Basic knowledge of telephone and voice mail systems.
- Basic networking concepts, network connectivity, and protocols.
- Remote access troubleshooting.
- Server administration, hosted applications, and desktop management software.
- Computer hardware and software application use, configuration, installation and maintenance.
- Basic methods, techniques, tools, and materials used to maintain and repair a variety of electronic and communication systems and hardware.

### **Skill or Ability to:**

- Operate, install, maintain, configure, and troubleshoot a variety of technical computer equipment, complex software programs, and peripherals, including but not limited to desktop computers, audio/visual equipment, telephone equipment and accessories, mobile computing (vehicular) systems and wireless access devices.
- Read and interpret complex technical publications, manuals, and related documents; develop, implement, and maintain technical documentation; set up records and tracking methods.
- Stay current with new technology developments; recommend appropriate revisions to processes and procedures and make process improvement changes to streamline procedures.
- Establish and maintain effective working relationships with employees, city officials, contractors and the general public.

- Communicate effectively both orally and in writing in order to present written and oral reports and provide training to end users.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

### **Education and Experience:**

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

#### Information Technology I:

- Education: Possession of a high school diploma or equivalent.
- Experience: One (1) year of relevant work experience with computer hardware and software, local and wide area networks, and telephony and/or voice mail systems. Completion of relevant college or technical course work is desirable.

#### Information Technology I:

- Education: Possession of a high school diploma or equivalent.
- Experience: Two (2) years of increasingly responsible experience with computer hardware and software comparable to those of an Information Systems Technician I with the City of Newark. Completion of relevant college or technical course work is desirable.

### **License and Certificate:**

Possession of a valid driver license and a satisfactory driving record throughout employment.

## **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. While performing the duties of this job, the employee is occasionally required to sit, stand, climb or balance, bend, stoop, kneel, crouch or crawl, walk, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. Standing in and walking between work areas is frequently required. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

## **ENVIRONMENTAL CONDITIONS**

Work is performed mostly in office settings with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The position requires flexible work scheduling including evening and weekend hours as required; ability to travel to different sites and locations; availability for shift work, 24-hour on-call, and stand-by.