



Civic Center
53-990 Enterprise Way
Coachella, CA 92236
Telephone: (760) 398-3502

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FLSA: NON-EXEMPT

INFORMATION TECHNOLOGY TECHNICIAN

DEFINITION

Under general direction, performs a variety of technical support involving the use and application of computer systems and telecommunication systems, including computers, printers, telephones, email, applications, workstations, servers and network equipment; provides computer support to staff including troubleshooting, installations, maintenance and user training.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the IT Manager or designee.

CLASS CHARACTERISTICS

Under general supervision, incumbent provides technical user support in the use and application of computerized information systems and telecommunication systems, including resolving hardware and software issues, troubleshooting, correcting technical problems, and performing repairs. This is a customer service oriented position providing services to City staff across all City departments.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Troubleshoots, repairs, and performs routine preventative maintenance for computer hardware and software related issues and diagnoses.
- Setup, support, operate, and maintain computers, telephones, and audio visual systems.
- Performs local and remote testing on equipment and computer programs.
- Performs equipment repair, troubleshoot user system performance, perform user system backups and maintenance, identify and remedy failures.
- Responds to user system inquiries, resolve complaints in an efficient and timely manner.
- Responds to equipment malfunctions, advises supervisor of major malfunctions, contacts vendors for assistance in correcting equipment malfunctions.
- Performs all functions required to prepare and install computers and related equipment, including connections to the data communications network.
- Assists in preparation and installation of software and peripheral devices.
- Coordinates with other departments to assess needs and prioritize requests and projects.
- Estimates time, materials, and equipment required for jobs assigned.
- Assists in the diagnosis and resolution of software problems.
- Orders and inventories equipment and parts.
- Prepares and coordinates equipment repairs.
- Requests product information from vendors.

- Assists in the evaluation and selection of applications, software packages, and technology.
- Implements systems and provides for on-going maintenance and enhancements.
- Assists in training users in the basic operation of computers, software, hardware, and related components.
- Operates and trains users in the basic operation of other relevant equipment such as scanners, printers, copiers, etc.
- Follow procedures to ensure system security and protect data integrity.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices of managing computer information systems.
- Operating principles, procedures, and characteristics of standard computer hardware, software and operating systems specifically Microsoft Windows operating systems preferably for both workstations and servers.
- Standard business software, including word processing, spreadsheet presentation, graphics, and database programs.
- TCP/IP IPV4 networking including IP Address, Subnet Mask etc.
- Computer troubleshooting principles and practices.
- Computer utilities, software and hardware and application support.
- Computer system licenses and system protocols.
- Related computer systems maintenance, general maintenance, repair and operation of computer systems.
- Standard office procedures, practices, and equipment.
- Methods in techniques for record keeping and report preparation and writing; proper English, spelling, and grammar.
- Occupational hazards and standard safety practices.

Ability to:

- Identify and resolve problems with computer hardware and software; develop responses and solutions.
- Operate computer telecommunication systems, audio and video and peripheral equipment.
- Set up, install, maintain, and operate computer hardware and software.
- Find solutions for network connectivity, including internet access, make modifications and repairs.
- Troubleshoot, diagnose, and resolve communication and network system problems.
- Organize, and prioritize tasks under deadlines.
- Work independently and as part of a team.
- Follow written and oral directions.
- Communicate clearly and concisely.
- Ensure adherence to safe work practices and procedures.
- Establish and maintain effective working relationships.
- Interpret and apply federal, state and local policies, laws, and regulations.

Education and Experience:

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

Minimum required education – High School Diploma or equivalent and an Associate’s Degree in computer information systems, computer science, end user support or equivalent major. Note, equivalent college level

course work in computer information systems, business administration or a related field can be substituted if supported by sufficient industry certifications, such as **CompTIA, Cisco, Network + and Microsoft.**

Three (3) years of computer information system support experience providing technical support and assistance of both computer hardware and software is required.

A Bachelor's Degree in computer information systems or a related field is highly desirable and is substitutable for one year of experience.

Professional industry certifications such as **CompTIA, Cisco, Network + and Microsoft (MCSA, MCSE)** are desirable and can be substituted for one year of experience.

Licenses and Certifications:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Industry certifications, such as **CompTIA, Cisco, Network + and Microsoft** are desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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. Positions in this classification requires prolonged sitting, standing, walking, reaching, twisting, and turning, kneeling, bending, squatting, and stooping in the performance of daily activities. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 45 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an 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.