



West Valley - Mission

Community College District

CLASS SPECIFICATION

INFORMATION TECHNOLOGY TECHNICIAN

Classified Position (Non-Exempt Status)

Classified Office, Technician & Business Services Salary Schedule – Range 72

DEFINITION

To perform responsible technical duties related to computer hardware and software customer support and training; provide project support and maintenance for new and modified systems and programs; support server technologies; and to maintain, install, troubleshoot, and configure desktop computers and related peripheral equipment.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level Information Technology Technician technical class. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

This class is distinguished from the Senior Information Technology Technician in that the latter is the advanced journey level that performs the most complex duties assigned to the series and provides technical and functional oversight over technical staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor; and may receive technical and functional oversight from professional level staff.

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

Coordinate and provide technical support, over the telephone, through email, remotely and/or in person to district personnel; troubleshoot and solve standard software, hardware, voice network, telecommunications and network problems.

Install, configure, troubleshoot, modify, and update district supported hardware and software as required by area of assignment.

Configure, maintain, and utilize systems management appliance as required.

Perform routine component replacements and upgrades as required by area of assignment.

Provide one-on-one training pertaining to the use of standard applications, equipment and/or systems, such as audio/video equipment, telecommunication equipment and systems, personal computers, laptop computers, mobile devices and general office software.

Provide first-level and second-level assistance to customers; verify the location of the problem; elicit information from end user on the nature of the issue; resolve issue or refer to higher level staff when necessary.

Ensure that new and upgraded systems work effectively with current systems and programs; determine and document proper installation parameters for software and hardware in order to ensure smooth integration, transition and efficiency.

Create user IDs, modify user profiles, re-set passwords, maintain email accounts, email distribution lists and perform regular file maintenance; set up user access permissions consistent with district policies and procedures; document changes and revisions.

Plan and maintain assigned project schedules and work requests; monitor, coordinate and report project status and problems; monitor assigned budget budgets as necessary.

Function as project leader on technology implementation teams related to area of assignment; provide technical expertise in area of assignment.

Provide technical and functional supervision of vendors, contract staff and/or students during the construction, maintenance and implementation of assigned information technology projects.

Inform management of existing or potential problems; maintain problem logs; communicate with higher-level staff regarding documentation, testing and scheduling concerns; communicate installation, production and/or testing problems to users and keep them apprised of schedule changes.

Assist in system moves, adds and changes; review installation sites and plans.

Adhere to district standards for network and system hardware and software; develop network and system related documentation.

Perform duties related to asset management of hardware and software related to area of assignment; perform administrative duties such as data entry and billing activities.

Serve on project teams providing technical assistance; assist with project management.

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.

When assigned to Help Desk:

Review and track work order requests related to network, communications, facility security, hardware and software problems and coordinate with end users and/or managers to ensure that customer needs are met; maintain records of work completed and resolutions.

Schedule and coordinate daily computer room operations: verify processes and distribute output to designated staff.

Install and configure desktop computers, laptops, printers and other desktop peripherals such as scanners, cameras and mobile devices; install and support various software and train customers in the use of installed hardware and software.

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

Perform workstation troubleshooting; perform configurations of new desktop images; install, upgrade and maintain computer workstation hardware, peripherals, mobile devices and associated software; manage and execute installation of upgrades and system patches.

When assigned to Network:

Provide technical support and evaluation to the network infrastructure to ensure delivery of network services to the district; analyze, design and install converged data, video and voice network infrastructure across wired and wireless network systems.

Provide technical assistance in the installation, maintenance, modification and repair of communication network and equipment; ensure connectivity requirements and protocols are met.

Perform network fault isolation to troubleshoot and determine issue; perform configurations of new routers, switches, wireless and firmware; install, upgrade and maintain voice network infrastructure and related software; manage and execute installation of upgrades and system patches.

Perform installation, operation and maintenance of computers and peripheral equipment; monitor routine system parameters such as response time and general performance; test and set up hardware and software configurations; perform maintenance and repair on system components.

Plan, implement and monitor hardware and software upgrades, patches, security and backup/recovery processes; obtain new and upgraded system hardware and software from vendors; utilize appropriate tools to install and test upgrades and patches.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic computer hardware and software related to area of assignment.

Basic operational characteristics of technology related to area of assignment such as to computers, mobile devices, audiovisual, network, and communication systems.

Basic methods, tools and techniques of testing, troubleshooting, problem solving and maintenance of hardware and software related to computers, mobile devices, audio visual, network, and communication systems.

Principles and practices related to area of assignment such as to computers, mobile devices, audiovisual, network, client server technologies, network operating systems, and communication systems.

Principles and techniques of advanced troubleshooting related to area of assignment such as to computers, mobile devices, audiovisual, network, and communication systems.

Principles and practices of project management and workflow process.

Operating systems relevant to area of assignment.

Ability to:

Troubleshoot problems related to area of assignment such as to computers, mobile devices, audio visual, network, and communication systems; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and initiate corrective actions.

Install, configure, maintain, repair and modify a variety of computer equipment, software, communications, servers and desktops, and related peripheral equipment and systems.

Train, assign and review the work of students, part-time and less experienced staff.

Write procedures and documentation for problems, solutions and standards.

Read, comprehend and retain technical information related to area of assignment.

Perform information technology hardware and software customer support duties.

Intermittently review documents related to department operations; observe, identify and problem solve procedural issues.

On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.

Learn the operations and functions of an assigned business unit.

Learn to troubleshoot problems related to area of assignment such as to computers, mobile devices, audio visual, network, and communication systems; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and initiate corrective actions.

Learn to install, maintain, repair and modify a variety of computer equipment, software, communications, and electronic equipment and systems.

Learn to write procedures and documentation for problems, solutions and standards.

Track service requests and trouble reports and ensure problems are resolved.

Communicate technical issues to individuals with varying degrees of information technology knowledge.

Organize and manage multiple priorities and perform a variety of work assignments.

Provide on-call service, when assigned, during off hours, evenings, weekends and holidays.

Use sound judgment in recognizing scope of authority.

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

Utilize appropriate safety procedures and practices for assigned duties.

Communicate effectively orally and in writing.

Relate effectively with people of varied academic, cultural and socio-economic backgrounds using tact, diplomacy and courtesy.

Establish and maintain effective, cooperative and collaborative working relationships with others.

Experience and Education

Any combination of experience and education 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 technical information technology experience.

Education:

Equivalent to an Associate's degree from an accredited college with major coursework degree in information systems or a related field.

License and Certificate

May need to possess an appropriate, valid California driver's license as required by the position.

EEO Category: Technical/Paraprofessional

Date Approved: July 1, 2017