



## JOB DESCRIPTION

### Information Technology Technician

Date Prepared: **January 2014**

**SUMMARY:** Under basic supervision, provides basic training and technical support to end users regarding information technology hardware and software operations.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Provide first-response and follow-up help desk services over the phone and by remote desktop support; monitor all open incidents, regardless of assignment, to ensure Service Level Agreements are met; may include providing on-call support.
- Troubleshoot and support the City's computer and network systems, including cabling, peripheral equipment, including printers, mobile devices and telephone systems including Internet Protocol (IP), Plain Old Telephone Service (POTS) and cellular, Enterprise Resource Planning (ERP), and Geographic Information Systems (GIS).
- Setup, install, upgrade, and configure computer systems and peripheral equipment, including printers; help maintain accurate hardware and software inventories and assist in ordering equipment as directed.
- Provide basic instruction to users on various types of technology hardware and telecommunications equipment, the City's network, computer system procedures, computer software and peripheral equipment; orient users on information technology equipment usage, policies and procedures.
- Train and mentor new Information Technology Technicians and Interns as directed; and assist other Information Technology Technicians, as necessary.
- Support the relationship between the City of Victorville and the general public by demonstrating courteous and cooperative behavior when interacting with visitors, the public, and City staff; maintains confidentiality of work-related issues and City information; performs other duties, as required or assigned.

#### **MINIMUM QUALIFICATIONS:**

##### **Education, Training and Experience Guidelines:**

High school diploma OR GED equivalent; AND two years information technology experience with hardware and software operations; OR an equivalent combination of education, training, and experience.

**Knowledge of:**

- Procedures, principles, and practices for the installation, configuration, upgrading, operation, and troubleshooting of computer hardware, software and peripherals, including printers and other related devices.
- Diverse communication technologies and standards for network operations, including network operating systems, security, cabling and inter-networking principles with local and wide area networks and related systems and hardware.
- Microsoft desktop and server operating systems, mobile operating systems, and related networking environments.
- Standard business applications including software required to accomplish the essential functions listed.

**Skill in:**

- Providing efficient customer service and communicating clearly and objectively both verbally and in writing.
- Organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Thoroughly carrying out oral and written instructions.
- Using initiative, discretion, and judgment within established procedures guidelines and rules.
- Defining problems; establishing facts, and drawing valid conclusions.
- Reading and understanding technical manuals.
- Building effective teams and providing efficient customer service.
- Establishing and maintaining cooperative working relationships with department heads, managers, supervisors, employees, external public and private agencies, consultants, vendors, suppliers, contractors and the general public; and applying safe work practices.

**LICENSE AND CERTIFICATION REQUIREMENTS:**

Possession of a valid California State Driver's License.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed primarily in a standard office environment and outdoors. May be exposed to hazardous chemicals and extreme weather conditions. May be required to work within confined spaces. May be required to lift and carry items weighing up to 50 pounds.