



Innovation and Technology (IT) Technician

SUMMARY

Under general supervision, performs a variety of technical duties in support of the Town's technology systems; provides frontline help desk support to end users; troubleshoots hardware and software problems associated with the Town's computers and related equipment; installs hardware equipment and software applications; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director of Innovation and Technology and/or higher-level technical staff, as assigned. May exercise functional supervision over volunteer and intern staff as directed.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. 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. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Provides help desk support, troubleshooting, and follow-up support of the Town's computer, network, and telecommunication systems, including peripheral equipment such as printers and mobile devices, cabling, and business applications such as websites, Audio/Visual and Broadcasting, Enterprise Resource Planning (ERP), and Geographic Information Systems (GIS).
- Implements, maintains and troubleshoots computer systems and related hardware and software, and other technology equipment as assigned.
- Performs routine tasks, including maintenance and servicing on computer hardware, changing printer toner; establishes and adheres to maintenance schedules.
- Assists in the administration, maintenance, and support of system and user-end security, physical access security, and security camera systems; system and data backups, and other systems as assigned.
- Maintains inventory, tracks, and receives a variety of computer and telecommunication systems equipment, software applications, supplies, training materials, and related needs; adheres to established purchasing procedures.
- Provides basic instruction to end users on the Town's technology systems. Develops training documentation and performs formal and informal training sessions as assigned.
- Researches, evaluates, and recommends the purchase of equipment and supplies.
- May develop applications, scripts, and macros to enhance, expedite, and automate various tasks.
- Stays abreast of current trends, technologies and developments in the fields of information technology, computer software programs and networking systems.

- Informs users and enforces the Innovation and Technology Department's operational policies and procedures.
- Provides emergency and on-call support response to reduce down-time, correct errors, monitor vendor activity, off hours scheduled maintenance, and system failures or on an as needed basis; may be required to carry a Town-supplied cell phone during on-duty and off-duty hours.
- Maintains confidentiality of work-related issues and Town information.
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey-level technical support class in the innovation and technology series that provides first-response and follow-up help desk support. Assists in the maintenance and support of assigned business applications, and network and telecommunications systems. Responsibilities include monitoring all open help desk incidents and troubleshooting of hardware and software applications. Provides backup administration and support for multiple assigned business applications, and network and telecommunication systems. This class is distinguished from the Innovation and Technology Specialist in that the latter has higher-level technical responsibilities and authority.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

High school diploma OR GED equivalent and two (2) years of recent technology experience with hardware and software operations. Associate Degree in computer science, information technology, business administration, GIS, or a related field is desired.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Knowledge of:

- Operational characteristics, services, and activities of information technology.
- Applications and functions of, and maintenance methods and procedures of computer hardware, software, and peripheral devices.
- Microsoft desktop and server operating systems, mobile operating systems, and related networking environments.
- Network and telecommunication systems configuration and troubleshooting, cabling and inter-networking principles.
- Principles and procedures of record keeping and technical report writing.
- Modern office practices, methods, and procedures.
- Business applications, including current releases of Microsoft Office and other software required to accomplish the essential functions listed.
- Techniques for providing a high level of customer service to public and Town staff, in person, in writing, and over the telephone.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- English usage, grammar, spelling, vocabulary, and punctuation.

Ability to:

- Analyze and troubleshoot computer, network, and telecommunication hardware and software; provide logical and innovative solution.
- Effectively plan, organize, and prioritize tasks and projects; organize own work and workspaces, set priorities, and meet deadlines.
- Adequately prepare and maintain records, reports, documentation and system procedures.
- Understand and follow oral and written instructions.
- Operate modern office equipment including computer, network, and telecommunication equipment, and business applications.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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 Town sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions up to 75 pounds.

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.

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program for on-call and callback assignments, and after hour Town Meetings and events.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*