

CITY OF LOS BANOS

Job Description

POSITION TITLE	INFORMATION TECHNOLOGY TECHNICIAN
DEPARTMENT	INFORMATION TECHNOLOGY
EMPLOYMENT CATEGORY	REGULAR
EMPLOYMENT LEVEL	STAFF

DEFINITION

To troubleshoot, analyze and resolve system/application related support requests including specialties such as Systems, Help Desk, Geographic Information Systems (GIS), and Web, to assist and train users in personal computer (PC) hardware/software, and to provide systems support and to perform related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Information Technology Director.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

- Reliable and dependable attendance and punctuality.
- Assist users to locate and resolve personal computer problems which may include communications, hardware and software. This includes services on desktop computers, mobile data computers, and Android or iOS devices.
- Install, support, maintain and diagnose software, hardware, and network devices and escalate problems to the Information Technology Director or software vendor as appropriate.
- Assist in providing city-wide training for hardware, software, and/or desktop applications.
- Assist in securing information required for completion of projects.
- Use third-party installation/maintenance tools to package new and existing applications for client side distribution to the city's computers. This may also include testing packages, troubleshooting problems during package rollout, monitoring reports of the application deployment process and correcting, reporting or escalating any issues identified depending on the level of complexity.
- Perform research and development tasks in personal computers and related software.
- Provide quality assurance on assigned work orders, projects or various personal computer applications.
- Provide technical support to customers of standard city hardware, software, and applications.
- Assist with the development of policies and procedures.

- Research and evaluate new advances in Information Technology including personal computer hardware and software, networks, virtualization, storage, and other technologies as appropriate.
- Troubleshoot and perform maintenance on personal computer hardware, software, printer, and network related computer problems.
- Provide physical installation of technology equipment and components.
- Assist in maintaining inventory of existing and newly acquired computer hardware and software.
- Assist with the documentation of technology assets.
- Assist users with Geographic Information Systems (GIS) map/data maintenance.
- Remotely diagnose and resolve problems in the area of hardware, applications, and operating systems on Windows based computers, and Android and iOS personal devices.
- Assist callers with connectivity problems in a network environment.
- Keep users informed as to the status of projects, programs, or open calls, per established procedures.
- Assist users with web content maintenance.
- Monitor data backup processes. Determine when changes are needed in these processes, and modify scripts or software to maintain the consistency and reliability of routine backups.
- Assist with the configuration of networked copier/printer hardware. Assist users with the operation of equipment, especially for document scanning and networked printing.
- Assist with the configuration of rules and services to protect the integrity and security of the City network. This includes basic troubleshooting of network firewalls, switches, and other connectivity and security hardware and software.
- Assist with the maintenance, management, and general troubleshooting processes of the City email system.
- Assist with management of the Audio-Visual system in the City Council Chambers. Broadcast and record meetings, monitor and adjust video and audio feeds, and assist with the technology-related operation of meetings.
- Maintain Active Directory user accounts and file permissions.
- Maintain programming on the Government (PEG) Channel. Maintain the Government Channel feed to the City's YouTube channel. Coordinate repair of the Government Channel feed to TV providers (for example, Comcast and AT&T).
- Assist in securing information required for completion of projects.
- Provide technical support to customers for Internet related tasks.
- Support IT systems and infrastructure during non-work hours as needed and assigned.
- Build and maintain positive working relationships with co-workers and the public using principles of good customer service.
- Performs related duties as assigned.

Knowledge of:

- Concepts of server systems.

- Principles and techniques of computer systems analysis.
- Local Area Network (LAN) and Wide Area Network (WAN) concepts, terminology, and management applications and processes.
- Principles of Information Systems security.
- Personal computers, information systems, and Internet technologies applicable to specialized concepts related to Systems, Help Desk, or Web.
- Concepts of standard off-the-shelf or commercially available software including Geographic Information Systems (GIS), Global Planning Systems, automated mapping systems and database management.
- Principles and techniques of server and desktop virtualization.

Ability to:

- On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret help desk requests; and explain jobs to others.
- Intermittently, sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 50 pounds or less.
- Learn specialized functions, procedures and technical support tasks related to the assignment through on-line or classroom training or other reasonable instruction.
- Possess strong analytical skills and be able to think fast when problems occur.
- Troubleshoot, configure, perform simple and complex repairs, and install microcomputer, server, storage, and network hardware.
- Install, troubleshoot and resolve application issues.
- Assist with server configuration and maintenance tasks, while under general guidance and direction.
- Independently address complex business and technical issues.
- Create, modify, and maintain advanced scripted and dynamic web pages and applications using standard formats.
- Communicate tactfully and effectively with staff and the public and remain calm and follow designated protocols in stressful and/or emergency situations.
- Read and understand job-related technical manuals.
- Coordinate with customers to ensure successful completion of projects or assigned tasks.
- Assist in obtaining information required for completion of projects.
- Assist with the physical installation and rack mounting of server/storage/network equipment.
- Work with, control, and maintain sensitive, confidential information according to legal standards and/or city regulations as required.
- Perform technical research in Geographic Information Systems.
- Document and maintain accurate computer records and procedures.
- Work with vendors to resolve personal computer application and client issues.
- Work outside of normal business hours when assigned.
- Provide on-call support on a rotated basis.
- Understand and follow both oral and written instructions.

- Pass a Department of Justice security background check.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

MINIMUM QUALIFICATIONS

- Must be age eighteen (18) by date of application.
- Equivalent to completion of the twelfth grade.
- Possession of a valid California Class C driver license.
- Six (6) months of responsible paid or unpaid computer related work experience including proficiency in related technology used by the City of Los Banos.

DESIRED QUALIFICATIONS

- Hardware, software, and/or network certifications.
- Associate's degree from an accredited college or university in Computer Science, Information Technology, or related field.
- Experience with specialized hardware and applications used in City government for areas including Police, Fire, Public Works, Recreation, Finance, Human Resources, Planning, and Administration.

10/17