CLASSIFICATIONS: INFORMATION TECHNOLOGY TECHNICIAN

RESPONSIBLE TO: INFORMATION TECHNOLOGY MANAGER

DEFINITION: Performs a variety of tasks related to Computer Services operations; plans, assists, completes, researches or maintains tasks and projects directed by the IT Manager.

EXAMPLES OF DUTIES: Installs, troubleshoots, upgrades and repairs all computer hardware and software; provides hardware and software support. Maintains agency-wide software and network servers, including backup. Documents methods and procedures to accumulate data and statistics and designs reports to meet users' needs. Performs system administration and operation functions, as needed, to develop new systems and networks; remains current on developments in computer programming, equipment, applications, networks and techniques. Designs and maintains agency's Internet website. Maintains computer equipment inventory; assists in solving problems related to programs and equipment malfunctions. Develops database applications.

EDUCATION/EXPERIENCE: Completion of two years of college, including courses in math, electronic-data processing, programming and management-information systems. Any combination of education, training and experience that would demonstrate possession of requisite knowledge and abilities may be substituted for the college education.

KNOWLEDGE OF: Operation of personal computers and local area network, including all Microsoft operating systems; server-based computer operation and system administration; database management, record storage and handling techniques.

SKILLS TO: Operate and direct others in operations of the computer and related equipment and software; read and comprehend technical computer manuals; evaluate, develop, design and install programs to fill user needs; give and follow verbal and written instructions; adjust to changes in workload and assignments; work under pressure of meeting deadlines; establish priorities; schedule work to maintain a good workflow.

DISIRABLE QUALIFICATIONS: Knowledge of the computer system and software that will be utilized in the position, including SQL database management; program and system analysis including concept, development and implementation.

PHYSICAL CHARACTERISTICS: Manual dexterity of the hands/wrists in order to operate a computer keyboard for extended periods of time; good eyesight to read/write and visually use a computer screen for extended periods of time; strength and flexibility in order to bend, reach, stoop and lift; hearing, speech, and verbal skills in order to communicate with the public and co-workers; ability to operate a motor vehicle. Must have ability to cope with stressful circumstances and to cordially interact with coworkers to accomplish common tasks. Regular attendance required.

LICENSES/CERTICATES: A valid California driver's license.