



JOB DESCRIPTION

Technology Technician

Date Prepared: January, 2022

SUMMARY: Under basic supervision, provides basic training and technical support to end users regarding information technology hardware and software operations; performs related duties, as required.

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 user incident/request services over the phone and by remote desktop support in a timely manner; accurately document each incident/request.
- Monitor all open incidents to ensure Service Level Agreements are met; may include providing on-call support.
- Escalate incidents to higher level support personnel when appropriate and in a timely manner.
- Troubleshoot and support the City's computer and network systems; install, relocate, configure, upgrade, replace and repair PC and peripheral equipment hardware; replace obsolete and outdated printers; diagnose hardware malfunctions; replace components and install and configure replacement equipment; move computers and peripheral equipment as needed for users; maintain image files for City workstations and successive patches to keep hardware up-to-date; document procedures for installs as required.
- Install and configure standard and specialized business software in accordance with established criteria; assist with installing software releases and upgrades; update City computers to meet consistent software standards.
- 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.
- Provide basic audio-visual support for A/V equipment throughout the City, including Council Meetings and other governing body/special meetings.
- Orient users on information technology equipment usage, policies, and procedures.
- Train and mentor new Technology Technicians and Interns, as directed.
- Maintain confidentiality of work-related issues and City information.

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.

LICENSE AND CERTIFICATION REQUIREMENTS:

Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

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:

- 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.
- Communicating effectively, both verbally and in writing.
- 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.
- Applying safe work practices.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an indoor and outdoor environment and in close proximity to other workers. May work in the field. May be exposed to excessive noise levels. May be required to work within confined spaces. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing and walking. May be required to lift and carry items weighing up to 75 pounds. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and attend night meetings after regular working hours.

Department Head Approval

Date

Personnel Officer Approval

Date