Title: Information Technology Technician I

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to provide daily service and basic support to District computer hardware and software users. This is accomplished by performing a variety of technical customer support involving the use of hardware, software, and networks, ensuring proper functioning of desktop hardware, software and servers, and completing administrative and technical duties. Other duties include developing, maintaining and producing reports, completing special projects, troubleshooting, and diagnosing computer hardware and software problems, coordinating resolutions of network hardware, software, and application problems between technical support and end users, and providing instructions to end users on hardware and software usage.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Provides desktop support by taking calls, logging issues, troubleshooting network and user issues, adding and deleting users, installing hardware, software and peripherals, replacing devices, diagnosing problems, and providing support and training to end users.	30%
2	M	Provides technical support by reviewing work orders, ascertaining problems, troubleshooting, completing corrective actions, identifying and correcting peripheral problems, completing basic network installation and troubleshooting, maintaining inventory of equipment, documenting repairs, checking user documentation for required information, removing and disposing of non-usable equipment, purchasing and maintaining computer supplies, and supporting contract requests.	30%
3	S	Supports, and provides assistance to users of the District software and hardware systems by providing technical assistance to staff, providing instructions to end users on hardware and software usage, guiding and supporting end users, producing documentation such as user instructions, technical documentation, drawings, diagrams, flow charts, schematics and presentations.	25%

4	S	Assists users by providing telephone and on-site support and assistance for routine issues by answering questions, resolving issues, adding, removing, updating, and maintaining software on end user work stations, and returning hardware or software to vendors.	15%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two (2) year associate's degree, diploma or equivalent from an accredited college, technical, business, vocational, or correspondence school in Computer Science, Management Information Systems or a related field. Appropriate certification may be awarded upon satisfactory completion of advanced study or training. Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.
Experience	A minimum of one (1) year of experience supporting users in the operation, maintenance, and implementation of software, hardware, and applications on multiple platforms, including desktop and/or laptop computers, networks, client/servers, enterprises and/or mainframes.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Human Collaboration Skills	Work requires regular interaction involving exchange and receipt of information.
Freedom to Act	The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to

	college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
• Principles of and current trends in Information Technology including systems software and hardware technologies for personal computers, laptops, servers and client server environments. • Information technology security methods. • General computer architecture including central processing units, memory allocation, peripheral devices, input/output methodologies. • Various hardware platforms; desktop software including electronic mail, spreadsheets, word processors, databases, presentation graphics, replicators, emulators, communication protocols, intranet/internet, client/server applications. • Personal computer/laptop and local-area-network troubleshooting techniques, configurations, specifications and requirements. • Problem tracking software tools, quality assurance policies and procedures; backup and recovery methods, wireless capacities and limitations, intranet and internet technologies. • Principles, practices and techniques of customer service.

SKILLS
• Intermediate word processing, spreadsheet, presentation and database software • Specialized software related to functional area

ABILITIES
• Communicate effectively orally and in writing in a variety of situations. • Resolve end user problems relating to systems. • Troubleshoot and perform routine maintenance on computer systems. • Setup and configure desktop and laptop computers, printers, scanners, digital senders, web and digital cameras, wireless access, other related peripherals. • Provide on-site and telephone support and assistance to systems and end users. • Maintain up-to-date knowledge of the District's hardware, software and applications. • Understand procedures, rules and guidelines for information technology projects, business objectives and processes.

- Install and upgrade computer hardware, software and peripheral equipment and configure systems for optimum operation.
- Analyze and resolve hardware, software and application problems for network and stand-alone computer systems.
- Evaluate user hardware and software needs.
- Assist users in software, applications, utilities and hardware operation.
- Analyze problems and design technical solutions. Research and acquire knowledge of computer hardware and software.

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium **X**	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never
2/3 or more of the time.	From 1/3 to 2/3 of the time.	Up to 1/3 of the time.	Less than 1 hour per week.	Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Observing work site; observing work duties; communicating with co-workers
Sitting	F	Desk work; meetings; driving
Walking	F	To other departments/offices; around work site
Lifting	F	Supplies; equipment
Carrying	F	Supplies; equipment
Pushing/Pulling	O	Equipment; tables and chairs
Reaching	O	For supplies
Handling	O	Paperwork
Fine Dexterity	C	Computer keyboard; telephone keypad; calibrating equipment
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	O	Retrieving items from lower shelves/ground
Crawling	O	Under equipment
Bending	O	Retrieving items from lower shelves/ground; making repairs
Twisting	O	From computer to telephone; getting inside vehicle
Climbing	O	Stairs; Ladders; step stools
Balancing	O	On ladders; on step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	C	Communicating via telephone/radio to co-workers/public; listening to equipment
Talking	F	Communicating via telephone/radio to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computer repair tools, canned air, vacuums, liquid cleaners/solvents, car, truck, cell phone, pager, copier, computer and associated hardware and software, hand tools and test equipment.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never

-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	R
Electrical Hazards	R
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	S
Physical Hazards	M

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3) N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.