INFORMATION TECHNOLOGY TECHNICIAN
Series Specification:
Information Technology Technician I
Information Technology Technician II
Senior Information Technology Technician

DEFINITION

This series specification describes three classes that have the primary responsibility for performing technical and skilled duties in the installation and support of computing and/or operational support of centralized, organization-wide computing systems. This class is characterized by technical performance in a specific area of technology with a well-defined scope of responsibility. The following specialty fields exist in this series:

- Lab/Area Microcomputer Support
- Computer Operations
- Help Desk

DISTINGUISHING CHARACTERISTICS

Lab/Area Microcomputer Support

Information Technology Technician I – Lab/Area Microcomputer Support: This is an experienced technician. Under some supervision, incumbents perform a variety of technical/operational/instructional.

Information Technology Technician II – Lab/Area Microcomputer Support: This is an experienced Information Technology Technician I, or equivalent, who is proficient in executing assigned duties. Under minimal supervision, incumbents perform a wide variety of technical/operational duties.

Senior Information Technology Technician – Lab/Area Microcomputer Support: This is the lead position in this class. Incumbents function as team leaders and/or technical specialists. Distinguished from the Technician I and II levels by the amount of responsibility, leadership, and discretion exercised, expertise demonstrated, and complexity and scope of work performed.

Computer Operations

Information Technology Technician I – Computer Operations: This is an experienced technician. Under some supervision, incumbents perform a variety of technical/operational duties.

Information Technology Technician II – Computer Operations: This is an experienced Information Technology Technician I, or equivalent, who is proficient in executing assigned duties. Under minimal supervision, incumbents perform a wide variety of technical/operational duties.

Senior Information Technology Technician – Computer Operations: This is the lead position in this class. Incumbents function as team leaders and/or technical specialists. Distinguished from the Technician I and II by the amount of responsibility, leadership and discretion exercised, expertise demonstrated, and complexity and scope of work performed.

Help Desk

Information Technology Technician I – Help Desk: This is an experienced technician. Under some supervision, incumbents perform a variety of Help Desk duties.

Information Technology Technician II – Help Desk: This is an experienced Information Technology Technician I, or equivalent, who is proficient in executing assigned duties. Under minimal supervision, incumbents perform a wide variety of Help Desk duties.

Senior Information Technology Technician – Help Desk: This is the lead position in this class. Incumbents function as team leaders and/or technical specialists. Distinguished from the Technician I and II levels by the amount of responsibility, leadership and discretion exercised, expertise demonstrated, and complexity and scope of work performed.

TYPICAL DUTIES

Information Technology Technician I and Information Technology Technician II:

Lab/Area Microcomputer Support
Tracks and manages computer assets; serves as a technical consultant to faculty, staff, and students; and assists faculty, staff, and students with hardware, software, and/or operational problem reporting. Troubleshoots, diagnoses, and repairs hardware and software problems to provide continued operation. Assists students with appropriate procedures; aids instructors by assisting students with basic concept understanding and skill acquisition; and consults with faculty and staff regarding desktop hardware, software, and lab design and operation. Installs and supports hardware and software in the environment of a lab or other designated area; maintains system operation in the lab; and works with IT Specialists to maintain college and lab systems integrity. Performs related duties as required.

Computer Operations
Tracks and manages computer and telecommunications assets. Serves as a technical consultant to end users and staff. Assists and trains faculty, staff, and students with hardware, software, and operational problems. Troubleshoots system problems to provide continued operation. Sets up, monitors and attends to scheduled jobs for proper operation and needed resource. Organizes and distributes reports to college and District Office users. Monitors systems performance, capacity and operation. Coordinates with other technical staff and users for system and job performance. Manages and maintains required supplies and resources. Documents and tracks daily activities and status. Performs related duties as required.

Help Desk
Processes work requests from campuses and/or District Office; clarifies requests if needed and assigns Information Services Work Requests to appropriate person. Creates and distributes reports related to work requests and technicians' schedules. Issues routine recurring work orders and special work orders as needed. Follows up with customers, answers questions, provides status updates, and makes referrals to assigned IT personnel for answers to technical questions. Monitors work in progress and records or inputs work resolution by outside vendors and non-Los Rios technicians. Assists technicians by providing information, clarification, or referrals as needed. Assigns phone numbers District-wide and maintains the database for Los Rios phone numbers and produces reports from this database. Maintains ERM (enterprise resource management system – PeopleSoft) operations documentation on-line for District-wide access. Maintains and issues telecom equipment; issues phones from inventory to technicians; and tracks and maintains phone inventory. Performs related duties as required.

Senior Information Technology Technician: In addition to the typical duties of an Information Technology Technician I & II;

Lab/Area Microcomputer Support

Acts as a focal point for requests, problems and issues affecting the unit. Leads and participates in projects of considerable scope including administration of instructional servers for multiple area departments, and maintenance of databases. Provides technical architectural and modification guidelines. Provides support for local network administration including workstations, maintaining directory structures, installing, configuring and maintaining print, file, and local web servers. Assigns system resources, assigns and monitors staff assignments, and special projects. Assists students with appropriate procedures, and aids instructors by assisting students with basic concept understanding and skill acquisition. Participates in the development of procedures, policies, and guidelines for the operation of the unit. Leads and participates in the planning of migrations to new or improved hardware and software products. Provides leadership, direction, and training to Information Technology Technicians and other staff by teaching them new and easier ways of using software applications. Assigns system resources by setting permissions and creating accounts for faculty, staff, and students. Prepares computer use reports. Maintains, troubleshoots, repairs hardware and peripherals and works with vendors to keep workstations functioning.   Reviews applications; interviews, and hires student help as needed; and reviews their timesheets.   Monitors budgets; forecasts employment costs for student assistants; and requisitions supplies within budget allocations as required. Completes return merchandise authorization forms for vendors as appropriate. Performs related duties as required.

Computer Operations

Acts as a focal point for requests, problems and issues affecting the unit. Acts as lead for and participates in projects of considerable scope. Monitors systems performance, capacity, and operation. Documents and tracks daily activities and status. Tracks and manages computer and telecommunications assets and manages and maintains required supplies and resources. Serves as a technical consultant to end users and staff and coordinates with other technical staff and users to determine system and job performance. Assists and trains faculty, staff, and students with hardware and software operational problems. Troubleshoots complex system problems to provide continued operation. Schedules and monitors jobs for proper operation and needed resource. Organizes and distributes reports to college and District Office users. Assigns system resources; assists trainees with appropriate procedures; and participates in the development of procedures, policies, and guidelines for the operation of the unit. Leads the planning, designs, and maintenance of more complex systems. Leads the planning of migrations to new or improved hardware and software products. Assigns and monitors staff assignments and special projects. Provides technical architectural and modification guidelines; provides leadership, direction, and training for Information Technology Technicians. Performs related duties as required.

Help Desk

Documents and tracks daily activities and status; acts as a focal point for requests, problems, and issues affecting the unit; and acts as lead for and participates in projects of considerable scope. Processes work requests from campuses and/or District Office; clarifies requests if needed and assigns Information Services Work Requests to appropriate person. Creates and distributes reports related to work requests and technicians' schedules. Issues routine recurring work orders and special work orders as needed. Follows up with customers, answers questions, provides status updates, and makes referrals to assigned IT personnel for answers to technical questions. Monitors work in progress and records or inputs work resolution by outside vendors and non-Los Rios technicians. Assists technicians by providing information, clarification, or referrals as needed. Assigns phone numbers District-wide and maintains the database for Los Rios phone numbers and produces reports from this database. Maintains ERM (enterprise resource management system – PeopleSoft) operations documentation on-line for District-

wide access. Maintains and issues telecom equipment; issues phones from inventory to technicians; and tracks and maintains phone inventory. Performs related duties as required.

QUALIFICATIONS

EDUCATION/EXPERIENCE

Information Technology Technician I: An Associate degree in computer sciences or closely related field (or completion of an equivalent certificate program) and one years' experience directly related to job duties; OR, two years' experience directly related to job duties; OR, a combination of training and/or experience totaling four years that is likely to have provided the required level of knowledge and abilities.

Information Technology Technician II: An Associate degree in computer sciences or closely related field (or completion of an equivalent certificate program) AND two years in class of Information Technology Technician I; OR, an Associate degree in computer sciences or closely related field (or completion of an equivalent certificate program) and three years of experience directly related to job duties; OR, a combination of training and/or experience totaling five years that is likely to have provided the required level of knowledge and abilities.

Senior Information Technology Technician: An Associate degree in computer sciences or closely related field (or completion of an equivalent certificate program) and two years in class of Information Technology Technician II; OR, an Associate degree in computer science or closely related field (or completion of an equivalent certificate program) and four years of experience directly related to job duties; OR, a combination of training and/or experience totaling six years that is likely to have provided the required level of knowledge and abilities.

SPECIAL REQUIREMENT (All Levels)
Any offer of employment is contingent upon the successful completion of a medical evaluation.

KNOWLEDGE OF

Information Technology Technician I, II and Senior Information Technology Technician:

Lab/Area Microcomputer Support:
Knowledge of computer operating systems, hardware, telecommunications, and network systems: installing, modifying, maintaining, and evaluating microcomputer hardware and software; and computer hardware and software diagnostic procedures. Knowledge of configuration and support of microcomputers and peripheral equipment; computer applications, such as word processing, spreadsheets, databases, computer-based instruction, and Internet applications, as well as special applications related to the area of assignment; and desktop, application, and network security technologies, procedures, and practices. Knowledge of effective customer service; information systems problem management and change management; and asset management.

Computer Operations:
Knowledge of computer operating systems, hardware, and network operations; effective communication; and effective customer service. Knowledge of information systems problem management and change management; asset management; and tape management systems. Knowledge of the operation of computer systems and related peripheral equipment; documentation procedures; and operational quality control functions. Knowledge of on-line database processing; data entry and production batch processing

functions; computer scheduling and job initiation processes; and computer applications, such as word processing, E-mail, spreadsheets, databases, and Internet applications.

Help Desk:

Knowledge of computer operating systems, hardware, and networks; effective communication; and effective customer service. Knowledge of information systems problem management; asset management; operation of computer systems and related peripheral equipment; documentation procedures; and computer scheduling and job initiation processes. Knowledge of computer applications, such as word processing, E-mail, spreadsheets, databases, and Internet applications.

Senior Information Technology Technician:

Lab/Area Microcomputer Support:

Knowledge of effective leadership and project management procedures; organizational processes, practices, and policies; and instructional delivery and computer system support. Knowledge of basic record keeping and network operating systems. Knowledge of design, implementation, and support of microcomputer hardware and software in heterogeneous, multi-platform environments. Knowledge of desktop and hardware, applications, and network security technologies, procedures, and practices. Knowledge of virtualization technologies. Knowledge of cloud computing/storage.

Computer Operations:

Knowledge of effective methods of leadership and project management; organizational processes, practices, and policies; and instructional delivery and computer system support. Knowledge of methods, practices, and terminology of educational and business computing services; applications, methods, and procedures in the operation of medium to large-scale data processing systems.

Help Desk:

Knowledge of effective methods of leadership and project management; and organizational processes, practices, and policies.

SKILLS IN (All Levels):

Lab/Area Microcomputer Support:
Skill in inspecting and evaluating the quality of products; finding information and identifying essential information; and finding ways to structure or classify multiple pieces of information. Skill in controlling the operations of equipment or systems; determining the kind of tools and equipment needed to do a job; and identifying the nature of problems. Skill in understanding written sentences and paragraphs in work related documents; communicating effectively with others orally and in writing as indicated by the needs of the audience; and listening to what other people are saying and asking questions as appropriate.

Computer Operations:
Skill in inspecting and evaluating the quality of products; finding information and identifying essential information; and finding ways to structure or classify multiple pieces of information. Skill in controlling the operations of equipment or systems; determining the kind of tools and equipment needed to do a job; and identifying the nature of problems. Skill in understanding written sentences and paragraphs in work related documents; communicating effectively with others orally and in writing as indicated by the needs of the audience; and listening to what other people are saying and asking questions as appropriate.

Help Desk:
Skill in finding information and identifying essential information; and finding ways to structure or classify multiple pieces of information. Skill in controlling the operations of equipment or systems;

determining the kind of tools and equipment needed to do a job; and identifying the nature of problems. Skill in understanding written sentences and paragraphs in work related documents; communicating effectively with others orally and in writing as indicated by the needs of the audience; and listening to what other people are saying and asking questions as appropriate.

ABILITIES TO (ESSENTIAL FUNCTIONS)

Information Technology Technician I, II and Senior Information Technology Technician:

Lab/Area Microcomputer Support:
The ability to perform the Technician I and Technician II functions of the position; sustain regular work attendance; work cooperatively and effectively with users, students, faculty, staff, peers, and management; exercise initiative and mature judgment; work as a member of a team; and develop and meet schedules and time lines. The ability to understand and explain complex procedures and instructions; learn and adapt to new technologies, procedures, and policies; and plan, organize, prioritize, and complete the workload of assigned areas of responsibility. The ability to move, lift, maintain, and service computers and related equipment; learn and adapt to new technologies, procedures and policies; and work independently with minimum supervision. The ability to understand the budget process; multi-task in a stressful environment; and assist students in the subject area of assignment and in computer operations. The ability to pay attention to details.

Computer Operations:
The ability to perform the Technician I and Technician II functions of the position; sustain regular work attendance; work cooperatively and effectively with users, students, staff, peers, and management; exercise initiative and mature judgment; work as a member of a team; and develop and meet schedules and time lines. The ability to understand and explain complex procedures and instructions; learn and adapt to new technologies, procedures and policies; and plan, organize, prioritize, and complete the workload of assigned areas of responsibility. The ability to move, lift, and maintain computers and related equipment; and work independently with minimum supervision. The ability to pay attention to details.

Help Desk:
The ability to perform the Technician I and Technician II functions of the position; sustain regular work attendance; work cooperatively and effectively with users, students, staff, peers, and management; exercise initiative and mature judgment; work as a member of a team; and develop and meet schedules and time lines. The ability to understand and explain complex procedures and instructions; plan, organize, prioritize, and complete the workload of assigned areas of responsibility and work independently with minimum supervision. The ability to pay attention to details.

Senior Information Technology Technician:

Lab/Area Microcomputer Support:
The ability to perform the functions of the position series. The ability to plan, organize, and direct work and assignments and provide team leadership and direction. The ability to prioritize and coordinate activities with vendors, users, and staff and move, lift, maintain, and service computers and related equipment.

Computer Operations:
The ability to perform the functions of the position series. The ability to learn and lead implementation efforts related to new technologies, procedures and policies; and plan, organize, and direct work and assignments. The ability to move, lift, maintain and service computers and related equipment; provide

team leadership and direction; prioritize and coordinate activities with vendors, users and staff and work independently with minimum supervision.

Help Desk:
The ability to perform the functions of the position series. The ability to prioritize activities; learn and lead implementation efforts related to new technologies, procedures and policies; and plan, organize, and direct work and assignments. The ability to provide team leadership and direction and work independently with minimum supervision.

Physical and Environmental Factors: Move, lift, and maintain computers and/or related equipment; stand, sit and maneuver for long periods; bend/reach at wrist and knees; lift heavy objects with and without assistance; sometimes work 12 feet above the ground; reach, grasp, push, pull, stoop, and crouch.

TYPICAL EQUIPMENT USED (May include, but not limited to)
Current office technologies, including computers, printers, copier, facsimile machines, servers, system consoles, tape drives, security monitors and related hardware, VCR, Centigram VRU, AVION, TES (telephone enrollment system), projectors, VOIP phones, telecommunication support equipment, and media presentation and related hardware.