CITY OF MADERA

COMPUTER TECHNICIAN

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include** all duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under supervision of a Division Manager, performs general technical support functions, including physical installation, assembly, configuration and maintenance of the personal computer network linking all City departments. Troubleshoots and upgrades computer hardware, software, personal computer networks, peripheral equipment and City-wide electronic mail systems; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; prepares documentation and provides user assistance to City staff; and performs related work as required. An essential element of this classification is the provision of prompt and effective problem-solving and troubleshooting to City employees through a centralized help desk when system failures or dysfunctions occur.

DISTINGUISHING CHARACTERISTICS:

The **Computer Technician** is a computer-related professional level class responsible for the development, administration, and maintenance of the all City departments' local and wide area computer network systems including security, integrity, and documentation.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision on a day-to-day basis from the Network Administrator.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*
- Install, upgrade, diagnose, troubleshoot, and maintain a variety of computer software and hardware; configure various computers according to City standards.

- Install, diagnose, and troubleshoot basic problems with network equipment, connections, and nodes; including workstations, servers, printers, modems, and peripheral equipment.

- Coordinate and participate in various information systems' improvement projects; estimate time and cost; assist with review of completed projects to ensure goals are met and installations are compatible with existing systems.

- Review and test programs provided by System Administrator to ensure that programs meet objectives, standards and specifications.

- Create and manage user access and e-mail accounts; perform backups, maintain documentation, assign security levels and passwords, and perform other system administration functions as assigned.

- Assist in the development and implementation of information systems standards, specifications and procedures.

- Maintain helpdesk and inventory records, record and track problems and follow up to ensure resolution.

- Track computer and network leases and vendor support contracts.

- Order parts and supplies.

- Write project reports and documentation for new or modified software and hardware.

- Provides technical assistance to staff in City departments; analyzes problems and implements solutions; provides technical support, analysis, and training in the use of computers and peripheral devices.

- Performs telecommunication duties relating to support, maintenance, ordering and documentation.

- Complies with all City equipment and safety policies and procedures, and Occupational Health and Safety Administration (OSHA) rules and regulations.

- Pulls cables and rewires or directs the rewiring of cables as required for new installations and office reconfiguration.

- Assists in instructing City staff in the use of standard business and administrative software, including word processing, spreadsheets and database management; provides instruction or written documentation where required.

- Maintain an up to date knowledge of repair practices, policies, and technical specifications of microcomputer hardware.

- Drive City vehicle to customer locations in order to perform repairs or pick up and deliver equipment.

- Previews software; maintains up-to-date information regarding software needs and software availability from manufacturers; evaluates software releases for prospective applicability.

- Responds to emergency requests for equipment repairs.

WORKING CONDITIONS:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions, strength to lift and carry objects weighing up to 40 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Work involves prolonged sitting and standing; moderate lifting, reaching, stooping, pushing, and pulling activities; manual dexterity; clear speech, visual and hearing acuity.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Computer Technician**. A typical way of obtaining the required qualifications is to possess a high school diploma or GED, and two (2) years of computer systems employment in the following areas: microcomputer hardware and software installation and maintenance; user (Help-desk) support; and large data base file maintenance and user support. An Associate's Degree in Computer Science or a related field from an accredited college or university.

License/Certificate:

Possession of, or the ability to obtain a valid Class C California drivers license.

Special Requirements:

Incumbent must be able to pass a criminal background investigation prior to employment because the position will work on Citywide computer systems which hold confidential information.

KNOWLEDGE/ABILITIES/SKILLS *(The following are a representative sample of the KAS's necessary to perform the essential duties of the position.)*

Strong customer service orientation. Knowledge of the principles and practices of ethical and professional rules of conduct. High degree of technical aptitude. Skill in exercising judgment to apply effective troubleshooting procedures for computer systems in a multiple operating system environment. Skill in establishing and maintaining cooperative working relationships with department staff and other City employees. Skill in working independently and as a member of a team. Skill in assessing and prioritizing multiple tasks, projects and demands.

Ability to work accurately under deadline pressure; Personal computer hardware and software; network systems and peripheral equipment; data communications and telecommunications systems; principles and techniques for computer

systems analysis, design and administration; principles and techniques for work planning, scheduling, measurement and reporting; current hardware and software supply sources, pricing and quality; various operating systems, protocols, cabling methods and networking techniques.

Ability to:

The Computer Technician works primarily indoors in an office environment. Field assignments require the incumbent to drive to and from office buildings to install, maintain, and/or repair equipment. Incumbent communicates orally face-to-face, or uses the telephone, and, in writing, using a keyboard. When working in the office, the incumbent will sit for several hours at a time using a keyboard and video display. When installing equipment and/or making equipment repairs, the incumbent will use common hand tools such as a screwdriver, wire cutters and pliers. The incumbent must be able to discriminate among and match colors when installing cables and when adjusting colors on monitors. Equipment installation also involves working with arms above shoulder level, bending and stopping repeatedly or continually over time, and performing installation work in small, cramped closets, under desks, behind cabinets and while sitting on the floor. The incumbent will lift and move monitors, printers, servers, and other equipment weighing up to 40 pounds short and long distances without assistance. Work is performed both in an office setting and field visits to multiple off-site locations. Some assignments may involve shift work with pressure generated by deadlines, workload and equipment malfunctions with occasional requirements for evening and weekend overtime.

Skill to:

Operate, maintain, and repair network and data servers, networking equipment, including switches and routers, workstations, printers and a variety of peripheral hardware as well as customized software applications and standardized packages.