

EL DORADO IRRIGATION DISTRICT
Class Specification

CLASS TITLE: Senior Information Technology Technician

DEFINITION

Under direction organizes, assigns and reviews the work of assigned personnel engaged in technical, operational and customer service support for District departments; performs duties requiring specialized knowledge; and provides administrative support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Information Technology Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel and perform difficult and complex work related to help desk/internal customer service support. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from an assigned supervisor. Exercises technical and functional supervision over assigned technical personnel.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to the class and are not intended to be an inclusive list.*

Plans, prioritizes, and reviews the work of staff assigned to a variety of computer-related technical, operational and customer service support.

Develops schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participates in evaluating the activities of staff; recommending improvements and modifications; determines training needs for technical and/or procedural problems.

Provides and coordinates staff training; works with employees to correct deficiencies.

Troubleshoots, diagnoses, and resolves difficult and complex user problems related to software, hardware, personal workstations and network issues; determines level of priority response according to accepted department policy.

Repairs, replaces, or installs computer hardware such as scanners, printers, personal device assistants, sound cards, motherboards, and modems; installs and configures desktop software on personal computers.

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Implements internal control, network security methods and other security systems for data, systems and hardware protection; maintains sensitive information.

Troubleshoots and repairs computer hardware down to individual component level; repairs computer hardware including personal computers, printers, faxes, computer monitors, and other peripheral equipment; configures, installs, upgrades or applies patches to a variety of software programs.

Coordinate with other District staff and outside consultants to resolve advanced technical problems.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles and practices of technical and functional supervision and training. Desktop operating systems, various software applications and hardware for personal computers; procedures for installing, configuring, upgrading, troubleshooting, and repairing applicable software, hardware, and peripherals, and electronic communication devices. Principles and practices of good customer service.

Skill/Ability to:

Provide technical and functional supervision over assigned staff; effectively train staff. Perform the most complex duties related to technical, operational and customer service support. Troubleshoot and diagnose difficult personal computer operating problems related to hardware and software. Distinguish between personal computer workstation and network related issues. Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software. Establish and maintain effective working relationships with those contacted in the course of work. Communicate clearly and concisely, both orally and in writing. On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret trouble tickets; remember equipment location; and explain jobs to others. Intermittently, sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation/repair of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation; and lift or carry weight of 25 pounds or less.

Experience and/or Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

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Experience:

Two years of responsible journey experience similar to Information Technology Technician II with the El Dorado Irrigation District.

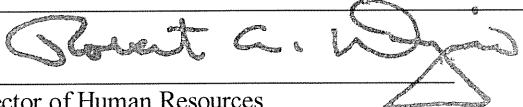
Education:

Equivalent to an Associate's degree from an accredited college with major course work in computer science, information technology, network administration or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

	<u>5/26/10</u>
Director of Human Resources	Date
Established: 08/18/2009 Revised: 05/26/2010 FLSA: Non-Exempt Unit: Non-Safety	