<p style="text-align:center">CLASS TITLE: Information Technology Technician I/
Information Technology Technician II</p>

DEFINITION

Under supervision performs technical, operational and customer service support for District departments; installs, programs, and maintains computers and related hardware and software, operating systems, various peripheral equipment, and telecommunications systems and related devices; and performs a variety of technical tasks.

DISTINGUISHING CHARACTERISTICS

Information Technology Technician I - This is the entry level class in the Information Technology Technician series. Positions in this class typically have little or no directly related work experience. The Information Technology Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Information Technology Technician II - This is the journey level class in the Information Technology Technician series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Information Technology Technician in that the latter performs the most difficult and responsible types of duties assigned to classes within this series and provides technical and functional supervision over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

<p style="text-align:center">Information Technology Technician I</p>

Receives immediate supervision from an Information Technology Program Manager; receives technical and functional supervision from the Senior Information Technology Technician.

<p style="text-align:center">Information Technology Technician II</p>

Receives general supervision from an Information Technology Program Manager; receives technical and functional supervision from the Senior Information Technology Technician.

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

Performs a variety of technological computer-based duties in support of specialized functions and programs and help desk customer service functions.

Staffs the help desk and answers questions regarding variety of technological usage issues related to software, network, and computer hardware applications; responds to service requests in a timely manner and prioritizes service requests according to accepted department policy.

Diagnoses, tests, maintains and recommends or provides solutions for problems with personal computers and laptops, e-mail, operating systems, software, hardware and telecommunications related issues.

Configures, installs, upgrades and applies patches to a variety of software programs.

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.

Troubleshoots and repairs computer hardware down to individual component level; repairs computer hardware including personal computers, printers, faxes, computer monitors, and other peripheral equipment.

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

Creates and disables network and e-mail accounts, and assigns rights to files and folders; creates accounts according to appropriate access rights; creates user ID's and troubleshoot logins.

Maintains records and logs of work requested and performed; maintains and updates manuals, codebooks, templates, and related documents; follows recommended protocols and procedures; maintains parts inventory for personal computer equipment.

Assists with preparations of materials for and presentations of staff training as assigned; provides one-on-one training and coaching in computers and software usage to users on an ongoing basis.

Assists in education about and enforcement of the District's information technology policies.

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.

CLASS TITLE: Information Technology Technician I/
Information Technology Technician II

QUALIFICATIONS
Information Technology Technician I

Knowledge of:
Methods and techniques used in the evaluation and analysis of software, hardware and application systems. Personal computer hardware, software, networks, e-mail, laptops, and peripheral equipment and devices. Telecommunications equipment, including land-line telephones, pagers, personal assistant devices, and cell phones. Common software used in personal computers for word processing, spreadsheet, and database applications. Principles and practices of good customer service.

Skill/Ability to:
Perform technical, operational and customer service support related to computer use for District departments. Install, test, and debug application programs; perform maintenance on computer systems. Assist users; explain clearly and provide technical training to others in the use of various systems hardware and software. Maintain and administer District security systems and methods. 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 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:

Experience:
One year of technical computer support duties is desirable.

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>Information Technology Technician II</u>

In addition to the qualifications for the Information Technology Technician I:

Knowledge of:
Advanced methods and techniques used in the evaluation and analysis of software, hardware and application systems, including troubleshooting and diagnostic procedures. Practices of automated and information technology as related to software, hardware, operating systems, and telecommunications. Pertinent District functions, policies, rules and regulations.

Skill/Ability to:
Troubleshoot, diagnose, and resolve difficult problems related to personal computer hardware and software. Understand the organization and operations of the District to provide timely, effective, and efficient support computer services.

Experience and 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:

Experience:
Two years of responsible experience similar to Information Technology Technician I with the El Dorado Irrigation District.
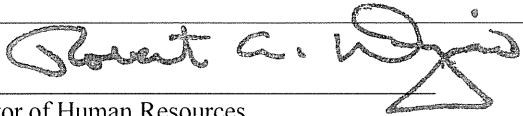
Education:
Equivalent to an Associate's degree from an accredited college with major course work in computer science, information technology, network administration or a related field.

SPECIAL QUALIFICATIONS

<u>License and Certificate</u>:
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.

(signature)	5/26/10
Director of Human Resources	Date

Established: 08/18/2009
Revised: 05/26/2010
FLSA: Non-Exempt
Unit: Non-Safety