



Career Service Authority

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Associate Information Technology Technician

GENERAL STATEMENT OF CLASS DUTIES

Performs standard level Information Technology (IT) technical work in desktop support and/or help desk support.

DISTINGUISHING CHARACTERISTICS

Associate Information Technology Technician is distinguished from the *Staff Information Technology Technician* because this position is an entry-level class designed to train incumbents to perform IT technical work on projects of limited scope and complexity. In addition, the Staff Information Technology Technician performs duties under close instruction or assists higher level technicians with technical support.

In addition, this class is distinguished from the *Senior Information Technology Technician* because the primary duties of this position involve full performance level IT technical work. For instance, the Senior Information Technology Technician is responsible for training, assigning and reviewing the work of lower level IT Technicians. The Senior Information Technology Technician also performs technical support on complex problems that have not been previously handled by other IT technicians or handles large hardware or software upgrades and installations that may impact an agency or the entire city.

Finally, this class is distinguished from the *Information Technology Communications Technician* because the main duties of this position involve planning, configuring, and supporting communications infrastructures. This class is also distinguished by the following characteristics.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work position. Work position and desired results are explained by general oral or written instructions. Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices. Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Installs and repairs desktop hardware and software; installs/uninstalls voice and data systems; and processes work orders for voice, video, and data users.

Performs technical support in a formal or informal help desk setting to users with common hardware and software problems, which includes: logging, troubleshooting, testing, adjusting, resolving, or referring problems to the appropriate Information Technology resource.

Acts as a liaison between user group and the Information Technology unit to communicate problems and possible solutions.

Maintains computerized inventory of voice and data equipment and specialized services for users.

Maintains technical procedures, documentation, operational instructions and/or project or work order status.

Reads and understands technical or other complex materials required for the job.

By position tests in-house or vendor developed software and software upgrades for user requirements and documents errors or discrepancies for correction.

Performs other duties as assigned.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledge and Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Customer Service – Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals

who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technology Application – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Self-Management – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self learning and development.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Flexibility – Is open to change and new information; adapts behavior to work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Memory – Recalls information that has been presented previously.

Oral Communication – Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Operating Systems – Knowledge of computer network, desktop, and mainframe operating systems and their applications.

Decision Making – Makes sound, well informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

Computers and Electronics – Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering an object weighing up to and occasionally over 50 pounds.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force on an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Crawling: moving about on hands and knees or hands and feet.

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Working Environment:

May be subject to frequent interruptions.

Pressure due to multiple calls or inquiries.

Education Requirement:

Associate Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a directly related field.

Experience Requirement:

Two years of Information Technology experience performing user support of desktop, legacy systems and/or Information Technology communications systems.

Education/Experience Equivalency:

Additional appropriate education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification:

By position appropriate Information Technology Certification required.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 03/01/2003

ESTABLISHED BY: Linda Wasserman, Tony Gautier

REVISED DATE: 04/22/2007

REVISED BY: Melissa Palmer

CLASS HISTORY: This class was revised to reflect changes in the operations of both Desktop Support and Help Desk Support.