



## Career Service Authority

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# Senior Information Technology Technician

### GENERAL STATEMENT OF CLASS DUTIES

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

### DISTINGUISHING CHARACTERISTICS

Senior 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.

This class is distinguished from the *Associate Information Technology Technician* because the primary duties of this position involve standard level IT technical work. The Associate Information Technology Technician may perform technical support on non-routine problems with minimal instruction or supervision or handle routine hardware or software upgrades and installations. The Senior Information Technology Technician is responsible for handling non-routine or unusual hardware or software problems, which may involve research and contact with vendors to resolve issues. In addition, the Senior Information Technology Technician is responsible for overseeing and providing instruction regarding assigned duties to lower classified IT staff, as well as, developing technical procedures and documentation for use by other IT technical staff.

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 distinguished from the *Staff Information Technology System Administrator* because this position focuses on configuring, installing, and maintaining both desktop and server hardware and software. In addition, the Staff IT System Administrator is responsible for resolving help desk escalations not handled by any level of IT technical staff, which would involve problems related to servers.

Finally, this class is distinguished from the *Information Technology Technician Supervisor* because this class is responsible for performing supervisory duties over all levels of IT technical staff. This class is also distinguished by the following characteristics.

### **Guidelines, Difficulty and Decision Making Level:**

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent. Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instruction but requires simultaneous coordination of assigned functions or projects in various stages of completion. Employee is responsible for determining time, place and sequence of action to be taken. Unusual problems or

proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

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

***Level of Supervision Exercised:***

By position, performs lead work.

**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 complex and non-routine hardware and software problems, which includes: logging, troubleshooting, testing, adjusting, resolving, or referring problems to the appropriate Information Technology resource.

Oversees and provides instruction regarding assigned duties to lower classified IT staff.

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

Researches new technologies and procedures to meet the needs of users in various agencies or city-wide.

Provides training to user groups on how to identify and prevent problems.

Works with other professional IT staff to develop and maintain technical procedures, documentation, and operational instructions and/or project or work order status.

Tests in-house or vendor developed software and software upgrades for user requirements and documents errors or discrepancies for corrections.

Creates customized reports from a work tracking system to use in the analysis of hardware or software problems.

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

By position, coordinates work for large scale upgrades or replacements of hardware and/or software for an agency or city-wide.

By position, responsible for the development of policies and procedures for special IT projects within an agency or city-wide.

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, Knowledges & 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.

**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.

**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.

**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.

**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.

**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.

**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.

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

**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.

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

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

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

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

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

**Creative Thinking** – Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

**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.

**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.

**Memory** – Recalls information that has been presented previously.

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

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

**Planning and Evaluating** – Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with other organizations or parts of the organization to accomplish goals; monitors progress and evaluates outcomes.

***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:***

Three 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:** 04/22/2007

**ESTABLISHED BY:** Melissa Palmer

**REVISED DATE:**

**REVISED BY:**

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