



Career Service Authority

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Staff Information Technology Technician

GENERAL STATEMENT OF CLASS DUTIES

Performs entry-level Information Technology (IT) technical work under close supervision in one or more of the following areas: desktop support, help desk support, and/or mainframe computer operations.

DISTINGUISHING CHARACTERISTICS

This entry-level class is designed to train the incumbent to perform IT technical work on projects of limited scope and complexity. 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.

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.

The Staff Information Technology Technician is class is distinguished from the *Information Technology Communications Technician* because the primary duties of this position involve full performance IT technical work focused on planning, configuring, and supporting communications infrastructures. This class is also distinguished by the following characteristics.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions. Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color or readily observable conditions. Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

Level of Supervision Exercised:

None.

ESSENTIAL DUTIES

Under instruction, installs and repairs desktop hardware and software; installs/uninstalls cabling for voice, video and data networks.

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

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

By position, operates computers, peripherals and auxiliary equipment in a production setting using a mainframe computer, which involves: setting up computer for operation, assigning computer codes to production materials, and observing central console for error messages and codes.

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.

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.

Self-Management – Sets well defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

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

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.

Memory – Recalls information that had been presented previously.

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.

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.

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.

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:

Graduation from High School or possession of a GED certificate.

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. The class of Computer Operator was considered in the revision of this class.