DENVER
THE MILE HIGH CITY

Office of Human Resources
IT Technician III - CI2247

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General Statement of Duties

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

Distinguishing Characteristics

IT Technician III is distinguished from the IT Technician I 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 IT Technician I performs duties under close instruction or assists higher level technicians with technical support.

This class is distinguished from the IT Technician II because the primary duties of this position involve standard level IT technical work. The IT Technician II may perform technical support on non-routine problems with minimal instruction or supervision or handle routine hardware or software upgrades and installations. The IT Technician III 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 IT Technician III 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 IT Communications Technician because the main duties of this position involve planning, configuring, and supporting communications infrastructures.

This class is distinguished from the IT System Administrator Staff because this position focuses on configuring, installing, and maintaining both desktop and server hardware and software. In addition, the IT System Administrator Staff 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 IT 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.

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 related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

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

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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.

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.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

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

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

Level of Supervision Exercised

By position, performs lead work.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Five (5) years of Information Technology experience performing user support of desktop, legacy systems, and/or Information Technology communications systems.

Education & Experience Equivalency

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

Licensure & Certification

By position, appropriate Information Technology Certification required.

By position, requires a valid driver's license at the time of application.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

May be subject to frequent interruptions.
May be subject to long, irregular hours.
May be subject to working Standby hours.
Pressure due to multiple calls or inquiries.
Shift work may involve varying days off, working holidays and weekends, and may be subject to changing work schedule.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: Ability to move quickly and easily.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Color vision: Ability to distinguish and identify different colors.
Crawling: Moving about in a low or crouched position.
Crouching: Positioning body downward and forward.
Depth Perception: Ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
Field of Vision: Ability to sharply detect or perceive objects peripherally.
Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.
Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling: Assuming a lowered position.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Neck Flexion: Perceiving objects located above or below.
Oral Comprehension: Ability to discern the meaning of oral speech.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon on object so that it moves away from the person.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Vision: Ability to perceive animal behavior, comprehend signs, and detect color.
Walking: Ability to move or traverse from one location to another.
Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
By position, Motor Vehicle Record
By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-13
FLSA Code: N
Established Date: 9/21/2018
Established By: LS
Revised Date: 11/3/2023
Revised By: JH
Class History: 2/14/21- Revised education, experience, and equivalency statement; 7/30/2023 – Revised licensure & certification and background checks; 11/3/23 – Revised Licensure & Certification & removed duplicate data in Working Environment