

EAST BAY REGIONAL PARK DISTRICT

INFORMATION SERVICES SUPPORT TECHNICIAN I/II

GENERAL FUNCTION

Under supervision, provides a variety of computer, peripheral, and user support in a networked environment; analyzes and troubleshoots problems related to personal computers and computer networks.

CLASS CHARACTERISTICS

Information Services Support Technician I is the entry-level class of this series, focusing on learning the Park District's information technology (IT) infrastructure, policies, and procedures. Initially under close supervision, incumbents perform basic hardware and software installations and respond to the less complex user support requests. As knowledge of the District's information technology system increase, greater independence is exercised. Position is characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. Positions will be funded at the Information Services Support Technician II level, incumbents at the I level may be promoted to the higher level noncompetitively after meeting the qualification requirements, demonstrating satisfactory performance at the I level, and demonstrating sufficient knowledge of the District's IT infrastructure and the ability to perform at the higher level.

Information Services Support Technician II is the journey level class of this series. This class is distinguished from the Information Services Support Technician I level of this series by the complexity of duties performed and the degree of independence to make decisions in non-routine circumstances. This class may also have lead responsibility over lower level technicians and/or contract workers.

ESSENTIAL FUNCTIONS

The essential functions of this series include:

- Installs, configures, maintains and troubleshoots District computer hardware and software; installs and configures printers, scanners and other peripherals;
- Maintains a Support Response System with a high degree of focus on customer service; responds to users computer related problems and effects solutions in a timely and helpful manner; diagnoses hardware and software problems and implements corrective action; ensures Information Services policies and procedures are adhered to
- Performs network administration duties including monitoring backups and tape rotations
- Assists with technical and administrative projects related to the District's IT program; also assists in the implementation of new or revised computer systems

OTHER FUNCTIONS & DUTIES

Other functions and duties related to this series will include: orders and picks up parts and supplies; maintains computer (hardware and software) inventories; related duties as assigned.

MINIMUM QUALIFICATIONS

Information Services Support Technician I:

- Education: Associate's Degree with major work in computer science or a closely related field; or completion of a major manufacturer's certification program (i.e. Microsoft, Novell, etc.), and
- Experience: One year of responsible experience in technical support of desktop hardware and software, preferably in a networked environment

Information Services Support Technician II:

- Education: Associate's Degree with major work in computer science or a closely related field; or completion of a major manufacturer's certification program (i.e. Microsoft, Novell, etc.), and
- Experience: Three years of responsible experience in technical support of desktop hardware and software, preferably in a networked environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Note: The level and scope of the knowledge and abilities listed below are related to job duties as defined under Class Characteristics and vary between the I and II levels.

Knowledge of Intel-based desktop hardware and software and their operating systems; local area networks; and data base languages utilized by the District. Ability to establish and maintain positive and cooperative working relationships with those contacted in the course of work at all levels, with a focus on quality service to internal and external customers; understand and apply District and departmental policies and procedures; think clearly, act quickly and independently; use initiative and apply logic and common sense to problem solving; research technical materials; provide and document solutions to problems; follow oral and written instructions; organize, prioritize, and follow up on work assignments; communicate clearly, concisely and effectively; stay technically abreast of industry trends and technologies; lift, move and carry equipment up to 50 pounds; bend, stoop and crawl in tight spaces, walk and drive.

SPECIAL CONDITIONS OF EMPLOYMENT

A valid California driver's license is a condition of initial and continued employment in this classification.

REPORTS TO: Information Services Operations Supervisor

Employment Category: AFSCME, Local 2428, (Monthly Salary Range Effective 3/24/01 C Level I: \$3,582.33 to \$3,897.84 - Level II: \$4,218.78 to \$4,589.02)

Replaces Information Services Support Technician - Approved by General Manager February 5, 1997

Adopted by Board: August 21, 2001