

## **Information Technology Support Technician I/II/III**

### **Definition**

Under close supervision, upgrades, installs, and repairs information systems and to provide technical office and field hardware and software support for those systems as required.

### **Distinguishing Characteristics**

**Information Technology Support Technician I:** This is the entry and first full working level of this series. Initially, this class would function under close supervision, but would be expected to become proficient in the full scope of duties required to assure the proper operation of assigned information systems. Initially in a training capacity, positions at this level are introduced to the systems and are familiarized with the tasks necessary to develop all the skills necessary to assure the proper operation of those information systems. The next higher class of Information Technology Support Technician II is the full journey-level that may be assigned to any task associated with the information system under supervision.

**Information Technology Support Technician II:** Positions allocated to this classification perform the full journey-level work of the series. Under minimal supervision, positions are assigned to: systems operations, troubleshooting, customer service, equipment repair and replacement. This class is distinguished from the Information Technology Support Technician I by the range of duties that may be assigned, and the difficulty of those duties. The next higher level of Information Technology Technician Support III is the highest technician level given the full range of duties requiring little or no supervision. It is typically given the most complex and difficult work requiring greater expertise and experience.

**Information Technology Support Technician III:** This is the advanced journey-level classification of this series. The positions are characterized as those given duties requiring little or no supervision. Their assignments may require the training and supervision of employees, and coordination of vendors, and contractors. Positions at this level are routinely given the more complex and difficult work. These positions are a considerable source of technical expertise and must perform a broad range of tasks. This classification differs from the System Programmer Analyst series by the emphasis on hardware installation and maintenance in the Information Technology Support Technician series and the focus on system software and administration in the System Programmer Analyst series.

**Duties Performed.** The duties and responsibilities listed below are illustrative only. They are not meant to be a full and exhaustive listing of all of the duties and responsibilities of the classification.

**Information Technology Support Technician I** performs the duties listed below:

1. Initially under close supervision, updates, monitors, installs, and repairs a wide variety of information systems equipment.
2. Assists system users in solving problems either by phone or in person; if unable to assist, refers users to other information systems personnel for assistance.
3. Generates periodic reports as required by Management.
4. Receives and inspects newly delivered computer equipment.
5. Connects component devices to assemble a functional system.
6. Tests, diagnoses and repairs hardware components such as laptops, monitors, printers, scanners, CPUs.
7. Installs and tests network and peripheral device interface cards.
8. Diagnoses and repairs or replaces circuit boards and other computer hardware components.
9. Disassembles, packs, and moves computer devices and peripherals.
10. Provides technical support and problem resolution expertise for hardware-related system performance issues.
11. Performs preventative maintenance and upgrades for computer hardware.
12. Reviews and logs information required to support inventory and maintenance history.
13. Maintains information systems equipment with assistance from the user and others.
14. Troubleshoots systems, system peripherals, associated equipment, and software.
15. Performs additional related duties as required.

**Information Technology Support Technician II** performs the duties listed above and:

16. Troubleshoots information systems and determines the resources required to return the system to optimum performance.
17. Monitors systems to isolate or identify problem sources and communicates information, as necessary, to programmers and/or vendors.
18. Writes reports as required by Management.
19. Identifies, corrects, and resubmits data rejected by the system.

**Information Technology Support Technician III** performs the duties listed above and

20. May train, lead, or guide staff and others in installing, monitoring, and repairing assigned information systems and related equipment.
21. Installs, tests, troubleshoots information systems equipment; diagnoses and resolves a wide variety of information systems problems.
22. Reconfigures and coordinates the installation, maintenance, and repair of information systems; documents system design changes.

23. Coordinates departments, divisions, vendors, contractors, and other agencies to modify, install, upgrade, and replace information systems and to solve other information systems problems.
24. Familiarizes and may train users in all aspects of the assigned information systems.
25. Monitors equipment repair and spares inventory.
26. Tracks the use of information systems to compile and analyze information for management use.
27. Writes technical documents and reports to record information system operation, network configuration design, resolution of problems, and other related information.

### **Qualifications**

A combination of experience, education, and/or training which substantially demonstrates the following knowledge and abilities:

#### **Information Technology Support Technician I:**

##### **Some Knowledge of:**

1. The concepts and terms applicable to of state-of-the-art information systems;
2. Operation and maintenance of information systems equipment similar to that presently used by Monterey County Departments;
3. Tools and test equipment used in the installation and repair of information systems;
4. Modern office practices and procedures.

##### **Ability to:**

1. Operate and maintain information systems equipment similar to that presently required by Monterey County departments;
2. Write and maintain logs of work performed and actions taken to solve information system problems in a clear and concise manner;
3. Follow oral and written instructions and modify procedures when necessary;
4. Use tools and test equipment to troubleshoot, install, and repair information systems equipment;
5. Work effectively with others.

**Information Technology Support Technician II:** In addition to the Information Technology Support Technician I knowledge and abilities listed above:

**Working Knowledge** of the above.

##### **Ability to:**

1. Exercise judgment and initiative to identify problems, determine a course of action, and assist in the resolution of information systems problems.

2. Initiate effective work relationships and communicate effectively with others, including other professional or technical staff and system users at all levels.

**Information Technology Support Technician III:** In addition to the Information Technology Support Technician I and II knowledge and abilities listed above:

**Thorough Knowledge of:**

1. Concepts, operating principles, and terms applicable to state-of-the-art information systems.
2. Techniques of record keeping and procedure writing.

**Ability to:**

1. Coordinate the work of others including contractors and vendors

**Examples of Experience/Education/Training**

The knowledge, skills, and abilities listed above may be acquired through various types of experiences, education, or training, typically:

**Information Technology Support Technician I:**

*Education and Experience:* One (1) year recent experience or education operating and installing information systems similar to those used by Monterey County.

**Information Technology Support Technician II:**

*Education and Experience:* Two (2) years experience installing and maintaining information systems equipment in a medium to large information systems environment; **OR** two (2) years of full-time, college-level education in the principles of programming, operation, and installation of information processing equipment **OR** one (1) year of experience comparable to an Information Technology Support Technician I in Monterey County.

**Information Technology Support Technician III:**

*Education and Experience:* Four (4) years of technical training or college-level education in information systems or a directly related field, and four (4) years of recent experience as an Information Technology Support Technician II or equivalent.

**Required Conditions of Employment**

As a condition of employment, the incumbent will be required to

1. Successfully pass a modified background investigation.
2. Possess a valid California Class "C" driver's license with a satisfactory driving record or be able to provide suitable transportation that is approved by the appointing authority.

3. Work occasional nights and weekends.
4. Occasionally work under adverse conditions, such as inclement or hot weather.

**Physical and Sensory Requirements**

The physical and sensory abilities required for this classification include:

1. Sight in order to read computer screens and standard computer printouts.
2. Dexterity to operate a computer keyboard.
3. Strength to lift a 50-pound object, without assistance, and items weighing up to 150 pounds with assistance.

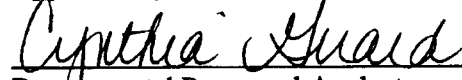
**Class History**

Class Code:

Information Technology Support Tech I – 43M33  
Information Technology Support Tech II – 43M34  
Information Technology Support Tech III – 43M35  
Established Date: April 8, 2003  
Revised Date: N/A  
Former Title: N/A

Bargaining Unit: J  
EEO Category: T  
Work Group: 14/14/13  
Worker’s Comp. Code: 9410

Approved by:

  
Departmental Personnel Analyst

  
CAO/HR Senior Personnel Analyst

June 23, 2003  
Date

June 19, 2003  
Date

CPS Consultants: KBW  
2/10/03