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**FLSA: NON-EXEMPT**  
**Bargaining Unit: GE**  
**JCN: 3161/3162/3163/3166**

**County of El Dorado**  
**#3161/3162/3163/3166**

**March 1999**

**INFORMATION TECHNOLOGY TECHNICIAN TRAINEE**  
**INFORMATION TECHNOLOGY TECHNICIAN I/II**  
**SR. INFORMATION TECHNOLOGY TECHNICIAN**

**DEFINITION**

Under general supervision, performs technical and skilled duties in the operation of enterprise, ~~client/server and desktop~~ computer systems ~~and networks~~, including ~~multiple on-line network systems~~, auxiliary consoles and peripheral equipment on electronic computer system; ~~initializes, initiates and monitors production systems based on job documentation~~; operates, controls, troubleshoots, and performs minor maintenance on assigned systems and equipment; ~~assists customers in resolving problems with computer hardware and software~~ and performs related duties as assigned.

**DISTINGUISHING CLASS CHARACTERISTICS**

This is a multi-level deep class in which incumbents may receive training as an Information Technology Technician Trainee, or may be assigned to any of three levels depending on experience and proficiency gained, and the complexity of assigned duties. In the Information Technology Technician Trainee class, incumbents receive training on the day-to-day tasks associated with this classification series. At the Information Technology Technician I level, incumbents, initially under close supervision, perform the more routine duties of the class. Information Technology Technician II is the journey level in the class series; incumbents are technically proficient in executing assigned duties. At the ~~Senior~~ Sr. level, incumbents may provide lead direction to Information Technology Technicians/Trainees, or may be assigned duties which involve technically difficult and complex work. This deep class is distinguished from the Supervising Information Technology Technician in that the latter is the first full supervisory level in this series.

**EXAMPLES OF ~~DUTIES~~ TYPICAL JOB FUNCTIONS (Illustrative Only)**

**NOTE:** ~~The level and scope of the job duties listed below are assigned as defined under~~

~~\_\_\_\_\_ Distinguishing Characteristics.~~

- > Sets up, verifies, and runs jobs using job control language statements and/or other appropriate command languages.
- > Monitors scheduling system to ensure proper scheduling constraints, completion, and disposition of jobs.
- > Directs input and output queues, readers, writers, and classes to meet scheduling commitments.
- > Monitors job output, using process documentation to ensure proper printing, correct breakdown, and accurate delivery of customer files.

- Assigns system resources as needed.
- Monitors environmental equipment (air conditioning, humidity, and temperature of computer equipment).
- ~~Monitors security procedures.~~
- Starts and stops system for maintenance.

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- Performs back up, recovery, and systems monitoring.
- Analyzes and recovers system when malfunction occurs.
- Documents all new, changing, and malfunctioning jobs.
- ~~Resolves network problems using specific commands.~~
- ~~Monitors hardware and software on LAN/WAN systems.~~
- Monitors performance of LAN/WAN and enterprise server applications.
- Troubleshoots software and hardware ~~on-line~~online to maintain performance and system throughput.
- ~~Trains customers on use of equipment and software.~~
- ~~Assists customers in resolving problems with computer hardware and software (backup for help desk).~~
- Determines performance, capacity, and utilization for system components.
- ~~Assists in planning migrations to new or improved hardware and software products.~~
- ~~Models application changes and additions to the system.~~
- Maintains tape library and monitors to ensure available resources.
- ~~Makes technical presentations internally and to outside departments.~~
- Coordinates and schedules work with vendor service providers.
- May provide lead direction, scheduling, training, and work review to staff at the ~~Senior~~Sr. level; organizes and assigns work, sets priorities, and follows up as required to ensure the completion of production work schedules.
- May provide input into selection decisions, performance evaluations, and disciplinary matters.
- May assign and monitor staff assignments and special projects; schedules and monitors overtime and standby assignments.
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- Performs ~~other~~related duties as assigned.

**QUALIFICATIONS**

~~**NOTE:** — The level and scope of the knowledge and skills listed below are related to job duties~~

~~———— as defined under Distinguishing Characteristics.~~

~~*Some knowledge and abilities may be gained by employees at the trainee or entry (I) level while in a learning capacity.*~~

**Knowledge Of:**

- Operation and maintenance of enterprise, ~~personal computer and network~~ operating systems.
- Applicable operating environments, commands, and structures.
- Operating systems hardware architecture.

- Initialization, operation, backup, and restore procedures.
- Catalog maintenance and system documentation.
- Configurations and operating principles of computer hardware.
- Automated operating systems and operations applications.
- Terminology used in the operation of the County's enterprise, personal computer, and network systems.
- Principles, practices, and techniques of providing customer service and training.
- ~~○ Requirements and procedures for setup and minor maintenance of computer peripherals.~~
- Techniques of troubleshooting basic computer problems and restarting jobs.
- Basic ~~record keeping~~recordkeeping practices.
- Basic supervisory practices and principles.

### Skill In:

- InitializingApplicable federal, state, and ~~operating~~local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### Ability to:

- Initialize and operate computer systems and peripheral equipment.
- IdentifyingIdentify and ~~correcting~~correct malfunctions.
- MonitoringMonitor and ~~responding~~respond to equipment and system status messages, annunciators, and signals.
- ConferringConfer with users and programmers to troubleshoot and resolve processing problems.
- CoordinatingCoordinate and ~~scheduling~~schedule system activities.
- UnderstandingUnderstand and ~~explaining~~explain complex procedures and instructions.
- MaintainingMaintain accurate logs and records, and ~~writing~~write trouble reports.
- ~~○ Communicating clearly and concisely, orally and in writing.~~
- ~~○ Organizing and prioritizing work and meeting critical deadlines.~~
- ~~Planning, assigning, directing and reviewing~~Plan, assign, direct, and review the work of others.
- TrainingTrain others in work procedures.
- ~~Establishing and maintaining~~Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ⇨ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of the work.

**Education and Experience:**

*Information Technology Technician Trainee:*

Equivalent to completion of college-level coursework in computer science;

OR

Six (6) months of experience using computer systems.

*Information Technology Technician I:*

EITHER

Equivalent to an associate degree in computer science from an accredited educational institution;

OR

Completion of a certificate program that is equivalent to the major coursework for an associate degree in computer science;

OR

Two (2) years of successful data processing experience performing operations work for a medium to large-scale computer system;

OR

One (1) year of experience equivalent to the County's class of Information Technology Technician Trainee in El Dorado County.

*Information Technology Technician II:*

EITHER

Equivalent to an associate degree in computer science from an accredited educational institution;

OR

Completion of a certificate program that is equivalent to the major coursework for an associate degree in computer science;

AND

Two (2) years of experience performing enterprise work for a medium to large-scale computer system under advanced operating systems;

OR

One (1) year of experience equivalent to the County's class of Information Technology Technician I.

*Sr. Information Technology Technician:*

EITHER

**Special Requirements:**

May be required to work on-call, weekends and irregular hours.

Equivalent to an associate degree in computer science from an accredited educational institution;

OR

Completion of a certificate program that is equivalent to the major coursework for an associate degree in computer science;

AND

Three (3) years of experience performing enterprise and/or client/server work for a medium to large-scale computer system under advanced operating systems. At least one year must include responsibility for operating the primary enterprise and related peripheral equipment.

OR

One (1) year of experience equivalent to the County's class of Information Technology Technician II.

### PHYSICAL DEMANDS

Must possess mobility to work in an office setting and a technology environment; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds, with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

### ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed. Applicants must pass a criminal history and background check which may include contact of prior employers and personal references, and fingerprinting for purposes of searching local, state and national fingerprint files through the Department of Justice and Federal Bureau of Investigation to disclose any criminal record.

### ~~Education and Experience:~~

~~Senior Information Technology Technician: EITHER 1) Equivalent to an Associates of Arts degree in computer science or completion of a certificate program that is equivalent to the major coursework for an Associates of Arts degree in computer science, and three years of experience performing enterprise and/or client/server work for a medium to large scale computer system under advanced operating systems. At least one year must include responsibility for operating the primary enterprise, client/server, network and related peripheral equipment.~~

~~OR 2) One year of experience equivalent to the County's class of Information Technology Technician II.~~

~~Information Technology Technician II: EITHER 1) Equivalent to an Associates of Arts degree in computer science or completion of a certificate program that is equivalent to the major coursework for an Associate of Arts degree in computer science, and two years of experience performing enterprise and/or client/server work for a medium to~~

~~large-scale computer system under advanced operating systems. At least one year must include responsibility for operating the enterprise/client server or network and related peripheral equipment.~~

~~**OR 2)** One year of experience equivalent to the County's class of Information Technology Technician I.~~

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~~Information Technology Technician I: **EITHER** 1) Equivalent to an Associates of Arts degree in computer science or completion of a certificate program that is equivalent to the major coursework for an Associates of Arts degree in computer science.~~

~~**OR 2)** Two years of successful data processing experience performing operations work for a medium to large scale computer system.~~

~~**OR 3)** One year of experience equivalent to the County's class of Information Technology Technician Trainee in El Dorado County.~~

~~Information Technology Technician Trainee: Equivalent to completion of college level coursework in computer science or six months experience using computer systems.~~

~~**NOTE:** The level at which initial appointments to the classes of Information Technology Technician I/II/SR are made, and advancement from the lower to higher levels of this class series are based upon the duties assigned and are at the discretion of the appointing authority, providing the minimum qualifications are met.~~