



AUGUST 2018  
FLSA: NON-EXEMPT  
Bargaining Unit: GE  
JCN: 3161/3162/3163/3166

**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 computer systems, including auxiliary consoles and peripheral equipment on electronic computer system; initiates and monitors production systems based on job documentation; operates controls, troubleshoots, and performs minor maintenance on assigned systems and equipment; and performs related duties as assigned.

**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 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 TYPICAL JOB FUNCTIONS (Illustrative Only)**

- 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).
- Starts and stops system for maintenance.
- Performs back up, recovery, and systems monitoring.
- Analyzes and recovers system when malfunction occurs.
- Documents all new, changing, and malfunctioning jobs.
- Monitors performance of enterprise server applications.
- Troubleshoots software and hardware online to maintain performance and system throughput.
- Determines performance, capacity, and utilization for system components.
- Maintains tape library and monitors to ensure available resources.
- Coordinates and schedules work with vendor service providers.

- May provide lead direction, scheduling, training, and work review to staff at the 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.
- Performs related duties as assigned.

### **QUALIFICATIONS**

*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 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.
- Techniques of troubleshooting basic computer problems and restarting jobs.
- Basic recordkeeping practices.
- Basic supervisory practices and principles.
- Applicable federal, state, and 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.
- Identify and correct malfunctions.
- Monitor and respond to equipment and system status messages, annunciators, and signals.
- Confer with users and programmers to troubleshoot and resolve processing problems.
- Coordinate and schedule system activities.
- Understand and explain complex procedures and instructions.
- Maintain accurate logs and records, and write trouble reports.
- Plan, assign, direct, and review the work of others.
- Train others in work procedures.

- 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 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

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.