CITY OF MADERA

COMPUTER TECHNICIAN II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include** all duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general supervision of the Director of Information Technology, performs complex technical support functions, including physical installation, assembly, configuration and maintenance of the personal computer network linking all City departments. Troubleshoots and upgrades computer hardware, software, personal computer networks, peripheral equipment and City-wide electronic mail systems; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; prepares documentation and provides user assistance to City staff; and performs related work as required. An essential element of this classification is the provision of prompt and effective problem-solving and troubleshooting to City employees through a centralized help desk when system failures or dysfunctions occur.

DISTINGUISHING CHARACTERISTICS:

The **Computer Technician II** is a computer-related professional level class responsible for the development, administration, and maintenance of all City departments' local and wide area computer network systems including security, integrity, and documentation. The Computer Technician II is distinguished from the Computer Technician I in that incumbents act as Lead Technicians and perform the more complex customer support activities requiring knowledge of the full range of service request and problem resolution assignments applicable to the City's information technology infrastructure.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision on a day-to-day basis from the Director of Information Technology. Exercises lead-level supervision over lower-level information technology staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Install, upgrade, diagnose, troubleshoot, and maintain a variety of computer software and hardware; configure various computers according to City standards. Train Computer Technician I and other support staff on City-standard software application installations and end-user support.

- Install, diagnose, and troubleshoot problems with network equipment, connections, and nodes; including workstations, servers, printers, network connections, and peripheral equipment.

- Participate in various information systems' improvement projects; coordinate project timeline and estimated scope and costs; participates in review of completed projects to ensure goals are met and installations are compatible with existing systems.

- Review and test complex programs provided by system administrator to ensure that programs meet objectives, standards and specifications.

- Create and manage user access and e-mail accounts; perform backups; create and maintain documentation, assign security levels and passwords, and perform other system administration functions as assigned.

- Assist in the development and implementation of information systems standards, specifications and procedures. Create documentation for end-users and for Information Technology Department staff.

- Maintain helpdesk and inventory records, record and track problems and follow up to ensure resolution. Build and maintain backend of helpdesk system to include the creation and maintenance of forms, templates, and business routing rules.

- Track computer leases and vendor support contracts.

- Order day-to-day parts and supplies. Assist in obtaining product quotes when needed for purchasing requirements. Review submitted quotes for specifications and best price.

- Write project reports and documentation for new or modified software and hardware.

- Provides technical assistance to staff in City departments; analyzes problems and implements solutions; provides technical support, analysis, and training in the use of computers and peripheral devices.

- Performs cellular phone services duties relating to support, maintenance, ordering and documentation.

- Builds, modifies, and maintains back-end system for City-wide VOIP phone system, to include call routing, call ques, and configurations. Trains Computer Technician I on system to provide end-user support.

- Works collaboratively with the Network Administrator on City-wide camera systems, including maintaining, troubleshooting, and permissions related to software management and video recording maintenance.

- Complies with all City equipment and safety policies and procedures, and Occupational Health and Safety Administration (OSHA) rules and regulations.

- Designs and recommends the wiring/rewiring of cables as required for new installations and office reconfiguration.

- Assists in instructing City staff in the use of standard business and administrative software, including word processing, spreadsheets and database management; identifies and recommends training resources.

- Maintains current industry knowledge of repair practices, policies, and technical specifications of microcomputer hardware.

- Drive City vehicle to customer locations in order to perform repairs or pick up and deliver equipment.

- Previews and tests software; maintains up-to-date information regarding software needs and software availability from manufacturers; evaluates software releases for prospective applicability.

- Must be reasonably available outside of typical business hours for emergency requests for equipment repairs as well as assignments that may involve evening and weekend work to minimize end-user impact or facilitate project completion.

WORKING CONDITIONS:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, stamina to maintain attention to detail despite interruptions; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone to provide customer service to end-users. Work involves prolonged sitting and standing; moderate lifting, reaching, stooping, pushing, and pulling activities; manual dexterity; clear speech, visual and hearing acuity. When working in the office, the incumbent will sit for several hours at a time using a keyboard and video display. When installing equipment and/or making equipment repairs, the incumbent will use common hand tools such as a screwdriver, wire cutters and pliers. The incumbent must be able to discriminate among and match colors when installing cables and when adjusting colors on monitors. Equipment installation also involves working with arms above shoulder level, bending and stopping repeatedly or continually over time, and performing installation work in small, cramped closets, under desks, behind cabinets and while sitting on the floor. The incumbent will lift and move monitors, printers, servers, and other equipment weighing up to 40 pounds short and long distances without assistance. Work is performed both in an office setting and field visits to multiple off-site locations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Computer Technician II**. A typical way of obtaining the required qualifications is to possess an Associate's Degree in Computer Science or a related field from an accredited college or university and five (5) years of computer systems

employment equivalent to a Computer Technician I -OR- to possess a Bachelor's Degree in Computer Science or a related field from an accredited college or university and three (3) years of computer systems employment equivalent to a Computer Technician I.

License/Certificate:

Possession of, or the ability to obtain a valid Class C California drivers license.

Special Requirements:

Incumbent must be able to pass a criminal background investigation prior to employment because the position will work on Citywide computer systems which hold confidential information, as well as systems connected to the California Department of Justice.

KNOWLEDGE/ABILITIES/SKILLS *(The following are a representative sample of the KAS's necessary to perform the essential duties of the position.)*

Knowledge of:

Personal computer hardware and software; network systems and peripheral equipment; data communications and telecommunications systems; principles and techniques for computer systems analysis, design and administration; principles and techniques for work planning, scheduling, measurement and reporting; current hardware and software supply sources, pricing and quality; various operating systems, protocols, cabling methods and networking techniques. Customer service skills; principles and practices of ethical and professional rules of conduct; effective troubleshooting procedures for computer systems in a multiple operating system environment; teamwork and collaboration techniques and practices; assessing and prioritizing multiple tasks, projects and demands.

Ability to:

Work accurately under deadline pressure; drive a motor vehicle to and from office buildings to install, maintain, and/or repair equipment; demonstrate a high degree of technical aptitude; communicate orally and in writing; use hand tools and small power tools to install and/or remove computer, networking, and related equipment; physically manipulate large or oddly-shaped physical objects; differentiate colors when working with wiring and cabling; maintain professional demeanor and manage stress when working under deadlines or on critical access needs; develop easily-understood instructions and training materials.

Skill to:

Operate, maintain, troubleshoot, and repair network and data servers, networking equipment, including switches and routers, workstations, printers and a variety of peripheral hardware as well as customized software applications and standardized packages. Communicate effectively with all members of the organization and vendors.

Adopted 9/4/2024; effective 7/1/2024