

JOB DESCRIPTION

City of Patterson



Human Resources

INFORMATION TECHNOLOGY TECHNICIAN II

JOB SUMMARY

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

Under general supervision, to perform a variety of technical duties and specialized tasks related to information system design, installation and support. The scope of duties and responsibilities include a wide range of technical support, and customer service-related activities including maintaining confidentiality. The position serves in a support role for the Information Technology Manager.

DISTINGUISHING CHARACTERISTICS

The Technician II is the journey-level of the series and is responsible for performing more complex technical work.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Information Technology Manager in carrying out the position duties and responsibilities.

The incumbent is responsible for providing a wide variety of technical support to the Information Technology Manager. The incumbent will be required to use independent judgment and initiative in carrying out assignments and tasks and discretion while performing duties including maintaining confidentiality.

ESSENTIAL DUTIES

Work closely with all City departments, coordinates support functions with the mission to implement information systems to achieve city-wide goals, objectives and policies.

Perform technical related activities supporting City information systems including telecommunications, computer hardware and software acting in a support role for City staff.

Perform various administrative functions including budgeting, contract supervision, equipment acquisition and vendor payments.

Work on specific applications including but not limited to geographic information systems, financial software, computer-aided dispatch, records management and other systems implemented and/or coordinated by the Information Systems Division.

Work closely with the Information Technology Manager to expand knowledge regarding the field of Information Technology.

Develop work plans, monitors work flow, reviews work product and makes recommendations to improve efficiency of City operations.

Install computer hardware, peripheral equipment and software applications.

Assist with all levels of computer network operations including cabling, network administration and end user support.

Provide responsive on-going support and training on City telephone and voice mail equipment and software; and administers telephone and voice mail vendor contracts and services.

Assist in training staff in the use of computer hardware software, telephones and other City systems.

Represent the City at various conferences and meetings.

Attends training courses to expand knowledge of City systems.

Serve as City contact for cellular phone and pager services.

Observe and monitor City policies on computer, Internet, e-mail, and telephone use.

Provide custom modifications to existing software applications.

Maintain confidential data, files, software and information

Perform other related duties as assigned

MIMIMUM QUALIFICATIONS

Knowledge of:

A knowledge of municipal government operations and how information technology impacts those operations.

Administrative principles and practices used in development of policy within a municipal government setting.

Knowledge of how computer software can be implemented to improve operational effectiveness of municipal government operations.

Ability to:

Manage time effectively while supporting a high demand for end user training and assistance.

Communicate with technical and non-technical individuals to promote the use of technology.

Expand knowledge of information systems which relate to accomplishing the goals of the Information Systems Division.

Analyze system issues and determine a logical course of action.

Maintain confidential data, files, software and information

Work effectively with employees at all levels of the organization, vendors, and contractors.

SPECIAL REQUIREMENTS

See well enough to read fine print and VDT's; hear well enough to converse on the telephone and in person over machinery noise: communicate frequently through the use of a telephone or in person on a technical basis.

Communicate through written means.

Occasionally lift up to 50 pounds and frequently bend, stoop, twist, crawl under desks and in tight spaces to install or repair equipment.

Attend evening meetings as required.

EXPERIENCE AND CERTIFICATION(S)

Any combination of experience and training what would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to an Associates' Degree in computer science, information technology or closely related field.

Experience:

Three years of responsible technical experience performing technical support and network administration on personal computers, peripheral equipment including software administration.

License or Certificate:

Possession of or ability to obtain an appropriate, valid California drivers' license.

NECESSARY SPECIAL REQUIREMENTS

Must be 18 years of age or older.

Must successfully pass a pre-employment medical examination, including a drug screen, fingerprint, background check, and reference check.

Must be able to provide proof of U.S. citizenship or legal right to work in the United States.

PHYSICAL REQUIREMENTS

Environmental Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals.

The noise level in the work environment is usually quiet while in the office, or moderately loud when in the field.

Physical Conditions:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

FLSA Status: Non-Exempt – Unrepresented

Approved by Council: 3/19/19