

## **CITY OF FONTANA SOFTWARE SUPPORT TECHNICIAN**

**DEFINITION:** To provide desktop, personal and workgroup computer support services, including advanced troubleshooting, installation, maintenance and administrative support for all computer hardware, software, telecommunications, network systems" multi-media environments and peripheral devices.

**EXAMPLES OF DUTIES:** The Software Support Technician is the advanced level computer technician position. It is responsible for a wide range of work assignments for the support of various components of computer, multi-media and telecommunication systems. This position must work independently under general supervision.

**ESSENTIAL FUNCTIONS:** The employee must have the ability to:

- Perform all the duties of the Technology Services Technician with only occasional assistance in new or unusual circumstances.
- Maintain and troubleshoot the City's PC's, and resolve hardware and software problems
- Administer the City-wide telecommunications systems, including pagers and cellular phones. Specific duties include; monitor billing, performing routine maintenance, monitoring quality of service, planning moves and changes the system, and monitoring overall expenditures.
- Provide advanced instruction to users for the operation of all types of computer equipment, the City-wide network, other computer system procedures, the correct operation of computer software, and telecommunication equipment.
- Work with City Network Administrator to perform routine network functions such as monitoring users and devices, modifying profiles, and performing file maintenance.
- Work with City Network Administrator to maintain routers, bridges, hubs, multiplexers, switches, and other network devices.
- Maintain the anti-virus environment for all PC's and computer servers.
- Work with the Network Administrator to manage the VPN environment.
- Assist in the processing and tracking of vendor support agreements, billing, maintaining appropriate inventories, and ordering equipment as directed.
- As directed, order and oversee the installation of data lines. Also, respond to data line problems utilizing vendor support as required.
- Work positively and constructively with users in a highly technical and demanding environment.
- Communicate clearly and concisely, both verbally and in writing.
- Assist in evaluating new computer products and their application in the City's computer environment and in lowering cost or improving services.
- Maintain a cooperative working relationship with the public, users, vendors, and supervisors.
- Keep current on trends and innovations in Technology.
- Perform other tasks as deemed necessary to the daily operation of the City.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** Position requires frequent standing and walking; sitting for extended periods; normal manual dexterity and hand/eye coordination; corrected vision

to normal range; written and oral communication; use of standard office equipment to include computers, telephone, copier, calculator and facsimile; frequent contact with other staff and the general public; ability to push, pull, lift or drag up to 25 pounds.

## **EXPERIENCE AND TRAINING GUIDELINES**

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The employee must have knowledge and background in the following:

- IBM compatible PC equipment and peripheral.
- Experience in working harmoniously with users, vendors, and the public.
- Telecommunications systems and service.
- Novell networking environments.
- Background in business operations including accounting processes
- Knowledge of application software such as Microsoft Office, AutoCad, Microsoft Project, Visio.
- Knowledge and experience in Microsoft Access is desirable

**Experience and Education:** Four years of working experience maintaining IBM compatible PC's and related software in a commercial or municipal government environment and significant training and/or certification in Novell Networks, DOS, Windows, and application software **or** graduation with a Bachelors Degree in Computer Information Systems or a closely related field with a minimum of 2 years of applicable experience.

**Licenses/Certifications:** Possession of, and continuously throughout employment, a valid California Class "C" Driver's License.