

CITY OF FONTANA IT SYSTEMS TECHNICIAN

DEFINITION: Under general supervision, the IT Systems Technician provides a broad variety of troubleshooting, installation, maintenance, and administrative support for the City of Fontana's network, server, database, and telecommunications systems. The IT Systems Technician works as part of a team that is responsible for a variety of general to highly complex work assignments to support various components of infrastructure and telecommunication systems. The incumbent is required to work in the evening and ensure that nightly maintenance is routinely completed for IT systems.

ESSENTIAL FUNCTIONS: The employee must have the ability to:

- Design, configure, monitor, maintain, and support the City's infrastructure including servers, switches, routers, Wi-Fi, SANs, storage arrays, copper and fiber Ethernet cabling, and other infrastructure.
- Provide advanced instruction to users on the correct operation of all types of computer equipment and software, the City-wide network, and telecommunication equipment and software.
- Perform routine network functions such as monitoring users and devices, and monitoring network and server utilization.
- Maintain routers, switches, firewalls, and other network devices such as installing patches and updated software and firmware, replacing hardware, and making configuration changes.
- Monitor the progress and status of nightly server and database backups.
- 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.
- Effectively communicate, both verbally and in writing, with a variety of audiences.
- Assist in evaluating new technology products and their application in the City's network environment and in lowering cost or improving services.
- Work a flexible schedule that includes weekends, nights, and holidays.
- The IT Department has a routine and regular requirement for employees to respond to emergency situations on a 24-hour basis. This requires the incumbent to rotate a standby assignment.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including the public, users, vendors, and supervisors.
- Keep current on trends and innovations in technology.
- Maintain prompt and regular attendance.
- Sound judgement and attention to detail.
- Employee must perform any other tasks or functions deemed necessary to the daily operations of the employer.

- This position is always evolving. Therefore, the employer reserves the right to modify this job description, as necessary.

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 hearing and vision to normal range as well as verbal communication; use of office equipment to include computers, telephones, copiers, tablets, and fax; frequent contact with other staff and vendors is required; ability to push, pull, lift, move, 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 incumbent must have knowledge and background in the following:

- Familiarity with foundational standards and practices related to network, server, database, and telecommunications systems, including general awareness of public sector guidelines, cybersecurity principles, and ITSM framework.
- Working harmoniously with users, vendors, and the public.
- Telecommunications systems and services.
- Wired and wireless Ethernet and TCP/IP networking environments.
- Background in business operations including accounting processes.
- Relevant tools, application software, and/or technology used within the role such as Microsoft Office 365.
- Knowledge and experience in SQL, PowerShell scripting, and Linux command line is desirable
- Understanding of organizational policies, procedures, and best practices.
- Principles and practices of excellent customer service.
- Knowledge of safe work practices, OSHA regulations, and workplace health and safety procedures to ensure a safe working environment.

The incumbent must have the ability to:

- Use a personal computer, telephone, and other electronic devices, to access information, complete documentation, and communicate effectively.
- Understand and follow both oral and written instructions accurately.
- Identify issues, evaluate data, and implement effective solutions (problem solving).
- Manage multiple priorities and meet deadlines.
- Work collaboratively with others in a team environment.
- Perform tasks accurately and thoroughly, with a focus on quality.

Experience: A minimum of one (1) year of formal work experience maintaining Microsoft Windows compatible PC's and related software in a commercial or municipal government environment, which includes significant training and/or certification in TCP/IP networks, Microsoft Windows, and application software. Experience in a municipal government agency is preferred.

Education: An Associate's Degree in Computer Information Systems or a closely related field. Additional years of relevant experience may substitute for education on a year-for-year basis.

LICENSES/CERTIFICATIONS:

- Cisco and Microsoft certifications are desirable.
- Experience may be substituted for certification(s) at the discretion of the Department Director.
- Possession of, and continuously throughout employment, a valid California Class "C" Driver's License or equivalent.

SUPPLEMENTAL INFORMATION: Successful candidates will be required to pass a pre-employment background investigation, fingerprint screening, and an abbreviated background investigation conducted by the Fontana Police Department.

Notes:

Former Classification Title: Software Support Technician