CITY OF FONTANA
INFORMATION TECHNOLOGY (IT) SENIOR TECHNICIAN

DEFINITION: The Senior IT Technician is the advanced level classification in the IT Technician series. Under general supervision provides a high level of technical support services in the installation and maintenance of the City's computer hardware, software, and telecommunications systems. Incumbents assigned to this classification are required to provide a high level of customer service. The Senior level will provide team leader support to lower-level technical staff.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:
- Perform all the essential functions of an IT Technician I and II.
- Resolve the majority of inquiries and issues from customers.
- Respond to incoming requests in a timely manner, track all customer contacts, research questions, and issues, and resolve each interaction with customer satisfaction.
- Document each customer contact with details and enough information so as not to cause extra efforts by other support personnel.
- Escalate incidents to other groups within the department, when appropriate, and in a timely manner.
- Expand the knowledge of the existing knowledgebase by providing solutions to frequently occurring problems.
- Perform responsibilities according to the IT Department's defined processes and procedures and Service Level Agreements (SLAs).
- Assist lower-level technical staff as needed.
- Research and resolve highly complex customer inquiries in a timely manner.
- Provide advanced audio-visual support for AV equipment throughout the city.
- When necessary, assist the infrastructure group with various tasks such as maintaining Airwatch (MDM), anti-virus software, maintaining Active Directory, Azure AD, and dealing with security incidents.Provide city-wide communications support including land and wireless services, desk phones, voicemails, mobile devices (phones and tablets).
- Coordinate with vendors to resolve issues.
- Participate on IT project teams as needed.
- Communicate clearly and concisely, both verbally and in writing.
- Communicate Service Desk technology and operational inefficiencies and assist in process improvements.
- Act as a mentor and assist supervisor in developing technical training programs for lower-level technical staff.

Process employee new hire and separation requests and coordinate with staff to ensure processes are completed in a timely manner.
THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: In the performance of daily activities, this position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, and bending;

the ability to push, pull, drag and/or lift up to 25 pounds; normal manual dexterity and hand/eye coordination; repetitive hand movement using a computer keyboard and mouse; corrected vision to normal range; acute hearing; written and oral communication; use of standard office equipment such as computers, telephones, printers, and copiers; frequent contact with other staff.

EXPERIENCE AND TRAINING GUIDELINES

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

- Windows-based and Mac-based workstations and related peripherals.
- Microsoft operating systems, IOS, android, and networking environments.
- Working knowledge of application software such as Microsoft 365, and Adobe products.
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- Wireless devices with including smartphones, tablets, and a broad range of internet enabled devices
- Mitel phone systems.
- A basic understanding of IT Infrastructure Library (ITIL) processes.
- Experience in working harmoniously with users in a team environment.
- Excellent problem-solving skills.

EXPERIENCE AND EDUCATION: A minimum of three (3) years of working experience maintaining Windows-based workstations and related software in a commercial or municipal government environment and significant training and/or certification in Windows and Microsoft networks **and** education equivalent to an Associates Degree in Computer Information Systems or a related field. A Bachelor's Degree is preferred.

DESIRED CERTIFICATIONS:
- HDI Customer Service Representative
- HDI Support Center Analyst
- Microsoft Certified Desktop Support Technician
- A+ Certification
- ITILv4 Certification

LICENSES AND/OR CERTIFICATIONS: Possession of, and continuously throughout employment, a valid California Class "C" Driver's License.

Notes:
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