CITY OF FONTANA
INFORMATION TECHNOLOGY (IT) TECHNICIAN I-II

DEFINITION: The IT Technician I is the entry level classification in the series and the II level is the full journey level. Under supervision from higher level IT staff both levels are responsible for providing 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.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:
- Respond to incoming requests in a timely manner, track 100% of all customer contacts, research questions and issues and resolve each interaction with customer satisfaction.
- Document each contract with details and enough information as not to cause extra efforts by other support personnel.
- Escalate incidents to higher level support personnel when appropriate and in a timely manner.
- Provide solutions to frequently occurring problems for inclusion in the knowledgebase.
- Monitor all open incidents, regardless of assignment, to ensure SLAs are met.
- Perform responsibilities according to the IT Department's defined processes and procedures and Service Level Agreements (SLAs).
- Provide basic instruction to users on various types of technology hardware, the city-wide network, computer system procedures, computer software, and telecommunications equipment.
- Provide basic audio visual support for AV equipment throughout the city.
- Assist other technicians with the installation or modification of workstation hardware and software, including connecting hardware to the network, installing software, transferring data and testing.
- Help maintain accurate hardware and software inventories and assist in ordering equipment as directed.
- Work positively and professionally with users in a fast-paced and demanding environment.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain a cooperative working relationship with the public, users, vendors, and supervisors.

In addition to the above the II level must have the ability to:
- Maintain and troubleshoot workstations and resolve hardware and software problems.
- Install or modify workstation hardware and software, including connecting hardware to the network, installing software, transferring data and testing.
- Perform routine upgrades on city computer workstations, software and associated peripherals.
- Provide assistance, as needed in the processing and tracing of vendor support agreement and billing.
- Coordinate hardware and software repairs with vendors as needed.

- Assist in evaluating new technology that will lower cost or improve services.
- Act as a team leader when necessary.
- Provide feedback to management on ways to improve efficiencies at the Service Desk.

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 workstations and related peripherals.
- Microsoft operating systems and networking environments.
- Working knowledge of application software such as Microsoft Office, Microsoft Project, Acrobat, and Visio.
- Wireless devices including PDAs, aircards, and cell phones.
- A basic understanding of IT Infrastructure Library (ITIL) processes.
- Experience in working harmoniously with users and in a team environment.
- Excellent problem-solving skills

EXPERIENCE/EDUCATION: The I level requires one (1) year of working experience maintaining Windows-based workstations and related software in a commercial or municipal government environment and training and/or certification in Windows, Microsoft networks, and application software **or** graduation with an Associates Degree in Computer Information Systems or a related field.

The II level requires two (2) years of working experience maintaining Windows-based workstations and related software in a commercial or municipal government environment and training and/or certification in Windows, Microsoft networks, and application software or graduation with a Bachelors Degree in Computer Information Systems or a related field.

DESIRED CERTIFICATIONS:
- HDI Customer Service Representative
- Microsoft Certified Desktop Support Technician

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