



July 2023
FLSA: Non-exempt

INFORMATION SYSTEMS TECHNICIAN I/II

DEFINITION

Under supervision of the Information Systems Director, performs a variety of technical duties in support of the Town's information systems; provides technical desktop support to users; troubleshoots hardware and software problems associated with the Town's computers, telecommunication, security systems, and related equipment; installs hardware equipment and software applications; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; and performs other related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Information Systems Technician I) to general (Information Systems Technician II) supervision from the Information Systems Director. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Information Systems Technician I: This is the entry-level classification in the Information Systems Technician series. Initially under close supervision, incumbents learn and perform routine Town information systems, operations, practices, and procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Information Systems Technician II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Information Systems Technician II: This is the fully qualified journey-level classification in the Information Systems Technician series. Positions at this level are distinguished from the Information Systems Technician I by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Information Systems Technician class series are flexibly staffed; positions at the Information Systems Technician II level are normally filled by advancement from the Information Systems Technician I level; progression to the Information Systems Technician II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management recommendation and Town Council approval for progression to the Information Systems Technician II level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- **Information Systems Technician I:** This is the entry-level classification in the Information Systems Technician series. Initially under close supervision, incumbents learn and perform routine Town information systems, operations, practices, and procedures.
- As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently.
- Positions at this level usually perform most of the duties required of the positions at the Information Systems Technician II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods.
- Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.
- **Information Systems Technician II:** This is the fully qualified journey-level classification in the Information Systems Technician series. Positions at this level are distinguished from the Information Systems Technician I by the performance of the full range of duties as assigned,
- The ability to work independently, and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies.

QUALIFICATIONS

Positions at the Information Systems Technician I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- Basic principles and practices used in the operation, troubleshooting, maintenance, and administration of personal computer operating systems, personal computer system hardware, mobile computing systems, and related software systems.
- Personal computer and network system application software packages and hardware peripherals.
- Computer hardware, software, network technology, and operating system products.
- Techniques and methods of computer hardware and software evaluation and implementation.
- Theory and design of information technology.
- Local area network (LAN) and wide area network operations, and support, such as printers, modems, scanners, routers, switches, and other network devices and various applications.
- Troubleshooting, configuration, and installation techniques.
- Town and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Analyze, diagnose, and troubleshoot information technology networks, servers, and systems and workstation hardware and software using logic to solve problems.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Establish and maintain a computer maintenance schedule.
- Learn to use new and existing software and hardware.
- Present effective training programs and train users in the application and use of computer hardware and software.
- Compose clear and concise system procedures, correspondence, and reports.
- Make accurate arithmetic, financial, and statistical computations.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree in computer science or completion of the twelfth (12th) grade, supplemented by college level coursework in computer science, information technology, or a related field, or previous experience working in information technology.

Information Systems Technician II: Two (2) years of increasingly responsible experience performing technical support and network administration on personal computers and peripheral equipment, including software administration.

Knowledge of law enforcement specific information systems / services a plus.

Licenses and Certifications:

Possession of a valid California Class C Driver's License and a good driving record, at the time of appointment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification often bend, stoop, kneel, reach, push, and pull equipment for access to set-up, evaluate or repair. When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various City sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.