

Sacramento Suburban Water District Classification Specification

Job Class: Information Technology Technician I/II

FLSA Status: Non Exempt

Supervisor: Information Technology Manager

Effective Date: April 2022

Definition

Under supervision, performs technical, operational and customer service support for District departments; installs, programs, and maintains computers and related hardware and software, operating systems, various peripheral equipment, and telecommunications systems and related devices, and performs a variety of technical tasks.

Distinguishing Characteristics

Information Technology Technician I – This is the entry-level class in the Information Technology Technician series. Positions in this class may have little or no directly related work experience. The Information Technology Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Information Technology Technician II – This is the journey level class in the Information Technology Technician series and is distinguished from the I level by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

Examples of Essential Duties

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Resolves computer networking, hardware and software issues.
- Performs installation and sets up computers on a network; installs computer software and updates.
- Monitors computer system backups.
- Staffs the help desk and answers questions regarding a variety of technological usage issues related to software, network, and computer hardware applications; responds to service requests in a timely manner and prioritizes service requests.

- Diagnoses, tests, maintains and recommends or provides solutions for problems with workstations and laptops, e-mail, operating systems, software, hardware and telecommunications related issues.
- Repairs, replaces, or installs computer hardware in coordination with vendor support; installs and configures desktop software on workstations.
- Troubleshoots and coordinates repairs to computer hardware down to individual component level; repairs computer hardware including workstations, monitors, and other peripheral equipment.
- Implements internal control, network security methods and other security systems for data, systems and hardware protection; maintains appropriate confidentiality of sensitive information.
- Creates and disables network and e-mail accounts, and assigns rights to files and folders; creates accounts according to appropriate access rights; creates user ID's and troubleshoots logins.
- Assists with preparations of materials for and presentations of staff training as assigned; provides one-on-one training and coaching in computers and software usage to users on an ongoing basis.
- Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Assists with and/or performs resolution of internet telephone system (VoIP) issues.
- Maintains regular attendance and adheres to prescribed work schedule to conduct job responsibilities.

Minimum Qualifications

Knowledge Of:

- Computer operating systems and basic networking.
- Active Directory and user account administration.
- Administering VMWare environment.
- Printer management and installation.
- Group Policy administration.
- Smartphone management software.
- Common office computer software and database programs, including the Microsoft Office Suite of Programs (Word, Excel, Outlook, Access and PowerPoint).

Ability To:

- Trouble shoot application, networking, and operating system issues.
- Perform installation of new hardware, operating systems and applications.
- Organize and coordinate complex tasks required by multiple departments.
- Proficiently use enterprise-wide e-mail system and Local Area Networks.
- Perform a variety of technical support work.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative working relationships with coworkers, outside agencies, vendors, consultants/contractors and the public.
- Maintain confidentiality as necessary.

Experience and Education:

IT Technician I:

Experience: Two (2) or more years of demonstrated increasingly responsible IT experience. Microsoft Certified Systems Engineer (MCSE) or equivalent certifications, or Associate's Degree in Computer Science or related field can be substituted for the required work experience.

AND

Education: High school diploma or equivalent.

IT Technician II:

Experience: Five (5) or more years of demonstrated increasingly responsible IT experience. Microsoft Certified Systems Engineer (MCSE) or equivalent certifications, or Associate's Degree in Computer Science or related field can be substituted for two (2) years of the required work experience.

AND

Education: High school diploma or equivalent.

License and/or Certifications:

- Valid California Driver's License issued by the California Department of Motor Vehicles and proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Working Conditions and Physical Demands

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Travels frequently by automobile in conducting District business.
- Regularly communicates verbally with District management, coworkers and the public in face-to-face, one-on-one and group settings.
- Regularly uses a telephone and email for communication.
- Regularly uses office equipment such as computers and copiers.
- Sits or stands for extended time periods.
- Ability to carry, reach and lift supplies and equipment weighing up to 50 pounds.
- Ability to push, pull and maneuver supplies and equipment of varying weights and configurations.
- Ability to stoop, kneel, crouch, crawl and climb during IT work.
- Hearing and vision within normal ranges with or without correction.

- Occasionally may be required to change working hours or work overtime.

The specific statements shown in each section of this class specification are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

APPROVED:

Date: 4/15/2022

By: 
Dan York
General Manager

Employee Statement:

I certify I have read, understand, and acknowledge receiving a copy of this class specification.

Employee Signature

Date