

	Job Classification: Representation: FLSA: Effective Date:	<b>Information Systems Technician I / II</b> <b>SEIU Local 1021 Union</b> <b>Non-exempt</b> <b>May 11, 2022</b>
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*Classification specifications, i.e. Job Descriptions are intended to present a descriptive summary of the range of duties and responsibilities performed by an incumbent in the classification. Furthermore, specifications are not intended to reflect all duties and responsibilities of an incumbent in the classification.*

**Summary**

Under general supervision this classification is responsible to configure, install, and maintain the District’s information systems, computer hardware and software systems, local area networks, telecommunications systems. The primary role of an incumbent in this classification series will be troubleshooting end user systems related to software, computer hardware, and general technology needs, and other related duties as assigned.

**Supervision Received and Exercised**

Direct and general supervision is received from the Information Systems Administrator.

**Essential Duties** - *The following duties are typical for this position. Depending upon the assignment, the employee may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address District needs and changing business practices. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.*

- Answer questions and provide information to end users and departments; investigate complaints and recommend corrective action as necessary to resolve complaints in a timely manner.
- Communicate and coordinate with the Information Systems Administrator relative to long-term planning of District-wide communications issues.
- Install, configure, and modify the networks, workstations, software, and hardware in coordination with the Information Systems Administrator
- Maintain accurate records of equipment issued, inventory of equipment and software.
- Ensure the ongoing upgrade and replacement of desktop computers and ancillary hardware and software including operating systems, security programs, basic office software, e-mail, internet access, financial management system and customer billing system software, CAD and associated mapping and graphical packages; other such software selected as District standards.
- Maintain current knowledge of changes, trends, and advances in software and hardware technology and makes necessary recommendations for system and software enhancements and/or modifications.

- Participate in the evaluation and selection of innovative and emerging technologies that enable the improvement and efficiency of IT services within the District.
- Participate in the development and updating of technology policies and practices.
- Ensure the proper licensing and control of software.
- Responsible for preserving a high level of confidentiality of information encountered as part of work.
- Establish and maintain an effective and cooperative working relationship with coworkers through knowledge of work, personal and professional conduct, and good judgment.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Perform related duties as assigned or required for the ongoing operation of the District's business.

*An Information Systems Technician II essential duties also include:*

- Manage the implementation of District goals and objectives related to information technology.
- Establish schedules and methods for implementing information systems/technology improvements.
- Assist the Information Systems Administrator in maintaining a strategic level information systems master plan including the design, development, and maintenance of the network infrastructure supporting connectivity for computing resources and applications provided by network, file, and application servers.
- Develop easy to understand worksheets and instruction tutorials for new users.
- Train used in preferred information systems procedures.
- Ensure District information system complies with all State internet and website public information requirements.
- Serve as a project coordinator on projects involving information systems and technology.
- Manage and administer the District's telecommunications systems.
- Establish priorities, identify necessary resources, and make technical recommendations for the acquisition of hardware and software replacements and/or enhancements of major systems.
- Responsible for District website maintenance and support in conjunction with others.
- Review and manage District's security systems including access controls and gateway systems.
- Perform a variety of specialized, highly technical and complex computer database system or network system duties in support of specialized functions or programs, including data.
- Provide operation systems oversight to the District's network and database infrastructure, including but not limited to programming, building, analyzing, diagnosing, maintaining, securing and operating various systems and applications.
- Communicate and coordinate with the Information Systems Administrator relative to long-term planning of District-wide communication issues.

- Assist the Information Systems Administrator with planning, prioritizing, supervising, and reviewing the work of consultants in the planning, installation, configuration, and maintenance and modification of networks, workstations, software, and hardware.

**Qualifications** - Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.

*Knowledge of:*

- Principles and practices of modern computer/information technology systems, equipment, and procedures
- Principles and practices of system application analysis, development, and implementation.
- Computer methods and techniques; systems and administrative operation procedures analysis and design.
- Principles and practices of teamwork and conflict resolution.
- Telecommunications systems and concepts.
- Electronic data processing equipment and capabilities of computer systems.
- Principles and practices of inventory and recordkeeping.
- Networking concepts, execution, and maintenance of installed equipment.
- Principles and practices of report writing and ticketing systems.
- Arithmetic and basic mathematical calculations, including percentages and decimals.
- Principles and practices of effective customer service.
- Microsoft Office Suite programs for word processing and spreadsheets.
- Standard business practices such as letter writing, report writing, preparing informational materials in visual formats.
- English language usage, spelling, grammar, and punctuation.

*An Information Systems Technician II also needs knowledge of:*

- Program planning, computer planning and processing.
- Principles and techniques for project planning, scheduling, and control.
- Principles and techniques of proposal and bid specifications and presentations.
- Pertinent local, State, Federal laws, ordinances, and rules.
- Recognize and resolve conflict situations in the workplace, including planning for them, solving them when they occur, and communicating outcomes reached.

*Ability to:*

- Analyze business and end user needs and research and determine appropriate technology solution strategies to improve optimize operations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of department and District goals.
- Logical problem-solving skills for analyzing complex user problems.
- Convey complex technical concepts in an easily understood format.

- Direct systems analysis and computer system implementation, conversion, and software migration projects.
- Maintain District's telephone system.
- Maintain security system District wide.
- Analyze systems data and situations, identify problems, reason logically, and develop conclusions and effective solutions.
- Keep current and adapt to changes, trends, and developments in the information systems industry and learn functionality of new equipment and systems.
- Interpret and apply District and department policies, procedures, rules and regulations.
- Initiate and maintain safety practices that relate to the nature of the work.
- Perform under varying levels of stress.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan, coordinate, and organize work to meet deadlines with accuracy, thoroughness, and attention to detail.
- Work independently and prioritize multiple tasks often under time constraints and with supervision.
- Read, understand, and carry out written and oral directions in a clear, concise, and consistent manner.
- Operate a variety of automated office machines typical of a work environment such as a multi-function printer/copier/scanner machine, fax machine, and laminator.
- Operate a computer for the effective operation of the Department including word processing, database, spreadsheet, e-mail, internet, and an integrated accounting software package
- Communicate clearly and concisely both orally and in writing with District staff, co-workers, consultants, and the public in one-to-one and group settings.

*An Information Systems Technician II also needs the ability to:*

- Effectively plan, organize, and oversee research, identification, and implementation of new technology to meet rapidly changing needs as well as strategic objectives.
- Configure the District's telephone system.
- Make decisions concerning equipment needs, scope of assignments, allocation of computer resources, and organization of department.
- Establish, monitor, and control project priorities and schedules to accomplish division assignments.
- Establish and implement District security system District wide.

**Education and Experience** – *Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying:*

Both levels require an incumbent be 18 years of age, eligible to work in the United States of America, and have a valid California Driver's License issued by the California Department of Motor Vehicles.

#### Information Technician I:

- Minimum of two (2) years of experience in the evaluation, development, implementation and utilization of information technology methods, systems, software, and equipment; managing information systems.
- Graduation from an accredited two (2) year college or university with major course work in computer information systems, computer science, or a related field is desirable.
- Experience in a government and/or utility environment is preferred.
- CompTIA or Microsoft 365 Associate Certifications desirable.

#### Information Technician II:

- Minimum of four (4) years of progressively responsible experience in the evaluation, development, implementation and utilization of information technology methods, systems, software, and equipment; managing information systems and database administration.
- Graduation from an accredited four (4) year college or university with major course work in computer information systems, computer science, or a related field is highly desirable.
- Experience in a government and/or utility environment is preferred.
- CompTIA or Microsoft 365 Associate Certifications desirable.

### **Physical Requirements**

While performing the duties of this job, the employee is regularly required to sit at a desk and in meetings for long periods of time, on a continuous basis; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation with fingers; reach with hands and arms; use a telephone or other electronic communication devices; stand for long periods of times; communicate orally and through written means; use standard office equipment such as computers, copiers, and FAX machines; write or use a keyboard to perform assigned duties; bend, squat, stoop, crouch, climb, kneel and twist while checking equipment; occasionally climb stairs, stoop, kneel, crouch, or walk and/or stand on slippery surfaces; occasionally lift and/or move up to 25 pounds; hearing and vision within normal ranges with or without correction. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Work Environment**

Work is generally carried out in a typical office setting. While performing the duties of this job, the working conditions are those of a typical office environment, with temperatures occasionally too warm or too cold, moderate noise levels and under lighting conditions typical of an office. Travel may be necessary on an occasional basis via District vehicle (or may request to use personal vehicle) for District related duties and activities.