

INFORMATION TECHNOLOGY TECHNICIAN I

JOB DESCRIPTION

Classification Responsibilities: An Information Technology (IT) Technician I is an entry-level classification, currently with only assignments in Production Support, that learns to perform routine technical tasks, which become progressively more complex. This class is responsible for positively and actively participating in team training and demonstrating team skills learned by applying and reinforcing team principles in daily work with functional teams. Duties of this class include: conducting research and/or analyzing production control data to assist in problem identification and resolution; initiating batch production runs, ensuring that runs are complete, and distributing reports to customers; initiating and/or maintaining Incident Reports (IRs) using an on-line incident management system; maintaining tape inventories; monitoring batch jobs; monitoring cartridge and reel tape requirements; monitoring production jobs; preparing production control documentation; and providing physical security after hours and on weekends to issue identification badges and keys for facilities in emergencies and to facilitate access to systems (by assignment); and ensuring all work is done in alignment with City and IT long-term strategies. This class is also responsible for performing related duties as required.

Distinguishing Features: The IT Technician I is an entry-level class that has limited customer interaction. This class is distinguished from the IT Technician II class by the latter's responsibility to independently handle the specific set of basic duties in the assigned technical support area with moderate technical guidance. The IT Technician I performs basic computer operations work, under close and very frequent supervision and receives on-the-job training for the assigned technical support area. An IT Technician I is supervised by an IT Services Leader and is mentored by the IT Technician II class or designee who reviews work through observation of work in progress, conferences, and evaluation of results achieved and customer and/or team feedback received. A very high level of technical guidance is provided to the employee, which diminishes as the IT Technician I gains experience and is able to function independently. This class works with very well defined processes and guidelines as tasks are clearly outlined through documentation and instructions. A series of individual steps can complete a more complex process but the impact of a single step is minimal. An IT Technician I is required to participate in team activities, may be assigned to a shift that includes working nights, weekends, and holidays, and may be required to work overtime on short notice (by assignment). This class is FLSA nonexempt.

QUALIFICATIONS

Minimum Qualification(s) Required. Any combination of training, education, and experience equivalent to high school graduation or GED.

Special Requirement(s). Because of the confidential, sensitive nature of information handled, successful completion of a polygraph and background investigation is required (by assignment). For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures (PD assignment only).

Preferred/Desirable Qualification(s). Coursework and/or training in computer science or a related field is preferred and training, education, or experience which provides a general understanding of data processing concepts and keyboard literacy is highly desirable. Customer service and teamwork experience is also highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, and other external personnel such as Department of Public Safety officials and computer equipment manufacturing representatives in order to identify problems or areas for improvement. Within an empowered-team environment, communicates closely with team members. Maintains written records of work performed. Prepares written documents such as status reports with clearly organized thoughts and using the proper sentence structure, punctuation, and grammar in order to achieve continuity of service. Presents ideas clearly, both orally and in writing, in order to share information, negotiate and discuss alternatives, and address problems/conflict situations.

Manual/Physical: Enters data or information into a terminal, personal computer (PC), or other keyboard device in order to maintain the operating efficiency of the computer and to record activity. Moves boxes of paper and supplies weighing up to 50 pounds per box for a distance of up to 75 feet in order to deliver, position, or receive products. Monitors system consoles and observes warning lights in order to determine compliance with established performance standards. Operates a variety of standard office equipment such as a PC, printer, telephone, facsimile machine (fax), and copier to monitor systems and prepare documentation. Meets scheduling and attendance requirements.

Mental: Audits work output, vendor billing, and customer data, and informs appropriate individuals of the need for corrective action. Comprehends and makes inferences from written material such as system manuals and internal procedures to monitor systems and prepare documentation. Conducts research and/or analyzes data to assist in problem identification and resolution. Learns job-related material through classroom and on-the-job training regarding hardware and/or software, which handle the automatic completion of tasks such as production job runs, output handling, and tape management. Learns to apply a functional understanding of operating and system software in order to monitor the mainframe computer environment and alternate platforms. Learns to identify and investigate problems and to work with technical personnel, customers, and vendors to resolve problems.

Knowledge and Abilities:

Knowledge of:

customer service, quality, and teamwork concepts;
basic concepts of software packages; and
basic concepts of operating systems.

Ability to:

communicate with and instruct others, using technical and non-technical language to explain complex subjects and processes;
ensure that reports are accurate prior to release to customers and distributed in a timely manner;
enter console commands;
initiate Incident Reports using an on-line incident management system;
maintain tape inventory using CA1;
modify JCL and detect abends;
monitor batch jobs through CA7;
monitor cartridge and reel tape requirements;
monitor status of production jobs and CICS regions;
operate equipment used to print and distribute reports;
operate computer peripheral equipment such as on-line printers and tape devices;
schedule, initiate, and complete production jobs;
work under the direction of Information Services Division (ISD) staff, team members, or vendors to perform specific tasks in order to resolve hardware or software problems of a sophisticated nature in person or over the telephone under stressful conditions; and
establish and maintain effective working relationships with ISD management, staff, team members, and customers.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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EEO-Tech

NDOT SAFETY-No

NDOT RANDOM-No

DOT SAFETY-No

RESP-No

JOB FCTN-INT

INCREMENTS 44-200

PAY GRADE: 40

SECURITY-Yes (Police Department Assignment)

CDL-No

IND-8810

SWORN-No