

INFORMATION TECHNOLOGY (IT) TECHNICIAN

JOB DESCRIPTION

Classification Responsibilities: An Information Technology (IT) Technician performs basic skilled technical assistance within one of the technical support areas of Desktop, Help Desk, Network, Unified Communications, Server, Application Support, and Storage and Backup. 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. Under the close supervision and regular guidance of higher-level technical staff, duties include: application support, maintenance, and basic modifications; scheduling and/or manually running and monitoring automated system batch processes and jobs; performing simple modifications to existing automation jobs; basic customer service support, including answering calls, performing front-line triage and determining the severity of an issue for assigned applications, initiating and/or maintaining problem tickets and Incident Reports (IRs) using an on-line incident management system, basic troubleshooting, and resolution/escalation; maintaining inventory by handling shipping/receiving and unboxing, labeling, and tracking computer items; recording and maintaining inventory control information into the IT asset management system; reviewing and proofing process documentation; organizing and maintaining Department share drives and SharePoint pages; and installing and supporting basic hardware and/or software using prepackaged installers and/or documented procedures. Duties are performed following a specific set of written instructions, procedures, configuration files, and templates under close supervision. This class is also responsible for performing related duties as required.

Desktop and Help Desk Assignments: Additional duties specific to these assignments include: performing basic Personal Computer (PC) system performance monitoring; performing standardized peripheral (examples: monitors, printers, scanners, etc.) installation; enabling or disabling existing network ports and performing basic network cabling installation, termination, and testing; on-site and remote basic diagnosis and troubleshooting; simulating or recreating user problems to resolve operating difficulties; physically relocating standard workstation equipment during office/cubicle moves; retrieving old or defective equipment from end users and assisting with preparation for disposal or resale; imaging new computers, wiping cycled computers, and setting up and configuring new or replacement computers for deployment to end users; organizing and maintaining the PC Lab with current inventory of parts and equipment; and escorting vendors and contractors onsite for technical support.

Enterprise Infrastructure Operations and Enterprise IT Assignment: Additional duties specific to these assignments include: providing basic infrastructure support; physically installing infrastructure (racking and stacking) for servers, switches, routers, wireless access points (WAPs), security cameras, storage devices, and related equipment and accessories in equipment rooms, data centers, and other locations Citywide; configuring network devices

(examples: switches, routers, firewalls, etc.) using existing configuration files; provisioning virtual machines (servers and desktops) using preconfigured templates; deploying basic end user enterprise IT equipment (examples: telephones, fax machines, portable radios, etc.); providing basic application support for enterprise IT systems; applying and documenting application patches in a development environment; developing and/or configuring basic system monitoring; performing quality control testing using predefined scripts; preparing basic daily, weekly, and monthly reports using both manual and automated processes and making basic report modifications; and writing, maintaining, and updating basic technical manuals, user guides, policies, procedures, and online articles. Areas included are Network, Unified Communications, Server, Application Support, and Storage and Backup.

Distinguishing Features: This is an entry-level technical support classification. The IT Technician differs from the Senior IT Technician class by requiring close supervision of all duties performed, and by the latter performing more skilled technical work with the responsibility to independently handle the specific set of basic duties in the assigned area with only moderate technical guidance. This class works with very well-defined processes and guidelines as tasks are outlined through documentation and instructions. This class may receive mentoring and/or direction from an IT Analyst I or higher level class. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from high school or GED. One year of customer service experience.

Special Requirements. 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 (*by assignment*). Must possess a valid Class D Arizona Driver's License by hire or promotion date (*by assignment*).

Preferred/Desirable Qualifications. Coursework in computer science or related field is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, customers, and product/service vendors in order to identify problems or areas for improvement and coordinate the implementation of solutions or improvements. Communicates with team members in order to maintain continuity of customer service. Prepares written documents such as incident and status reports with clearly organized thoughts and using the proper sentence structure, punctuation, and grammar in order to record work performed and to document procedures and standards. Presents ideas clearly, both verbally and in writing, to share information or knowledge, negotiate and

discuss alternatives, and address problem/conflict situations. Works courteously with customers in order to identify and resolve computer service problems.

Manual/Physical: Enters information into a terminal, PC, or other keyboard device in order to maintain the operating efficiency of the computer, record activity, and test and debug computer applications or system software. Performs physical inventories of computer assets. Distinguishes the colors of wires, cables, electronic components, and/or Blue Stake markings to inspect, install, and/or maintain computer equipment (*by assignment*). Performs basic troubleshooting and repair for network fiber connections which may require working in small, cramped areas for extended periods of time in a variety of weather conditions and entering confined spaces such as vaults and manholes up to a depth of 10 feet, with the assistance of a ladder, hoist, etc. (*by assignment*). Moves cabling pathway system components weighing up to 200 pounds with an aid to assist and pushes manhole and vault lids for distances up to 10 feet with the assistance of a second person (*by assignment*). Monitors system consoles and observes warning lights in order to determine compliance with established performance standards (*by assignment*). Moves hardware, PC components, and/or boxes of paper or supplies weighing up to 50 pounds per box for a distance up to 75 feet in order to deliver, install, or receive hardware or products. Operates a variety of standard office equipment, such as a PC, printer, fax machine, and telephone. Enables/Disables existing network ports and performs basic network cabling installation, termination, and testing (*by assignment*). Recording inventory control information into the IT asset management system (*by assignment*). Images new computers, wipes cycled computers, and sets up or configures new or replacement computers for deployment (*by assignment*). Physically installs infrastructure (racking and stacking) for servers, switches, routers, WAPs, security cameras, storage devices, and related equipment and accessories (*by assignment*). Operates a City vehicle requiring a standard Class D Arizona Driver's license to travel to worksites to perform troubleshooting on equipment, deploy new equipment, and remove old or defective equipment from end users. Ensures the team's City vehicle is clean and stocked daily with prescribed PC components (*by assignment*). Meets scheduling and attendance requirements.

Mental: Applies a functional understanding of operating and system software in order to monitor the computer environment. Provides basic technical customer service support. Provides application support, maintenance, and basic modifications. Audits work output and/or customer data and makes corrections and adjustments upon the detection of errors. Coordinates and executes the rerun or restart of automated batch processes and jobs. Simulates or recreates user problems to resolve operating difficulties (*by assignment*). Providing basic application support for enterprise IT systems and applying and documenting application patches in a development environment (*by assignment*). Prioritizes own work to complete assignments or projects.

Knowledge/Skill/Abilities: (*Common to all assignments*)

Knowledge of:

customer service, quality, and teamwork concepts;
concepts of technical area of assignment;
methods of incident reporting; and

networks and Windows-based operating systems.

Skill in:

standard desktop software such as Microsoft Office 365;
performing work on one or more assignments simultaneously;
developing and analyzing data for the purposes of problem resolution; and
maintaining, monitoring, and performing basic troubleshooting on operating systems and related subsystems.

Ability to:

analyze customer needs and systems accurately and logically, and implement improvements;
assess, troubleshoot, and follow established guidelines in escalation of networking and personal computer problems;
automate manual tasks to improve efficiency;
communicate with others, using technical and non-technical language to explain complex subjects and processes;
initiate IRs using an on-line incident management system;
follow Information Technology Infrastructure Library (ITIL) processes;
use and understand technical manuals and documentation;
provide PC applications software support; and
establish and maintain effective working relationships with Department 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
JOB FCTN- INT
INCREMENTS 39-200

PAY GRADE: 44
IND- 8810
SWORN- No