

SENIOR INFORMATION TECHNOLOGY (IT) TECHNICIAN

JOB DESCRIPTION

Classification Responsibilities: A Senior Information Technology (IT) Technician performs basic skilled technical assistance within one of the technical support areas of Desktop, Help Desk, Network, Security, Unified Communications, Server, Storage and Backup, Business Solutions, and Application Support and Development. 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 moderate supervision and 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; advising users in related technical areas leading to improved productivity; assisting in problem analysis and support; providing 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, and basic troubleshooting and resolution/escalation; maintaining inventory by handling shipping/receiving and unboxing, labeling, and tracking computer items and preparing for the disposal of hardware; recording and maintaining inventory control information into the IT asset management system and providing technical support for Citywide users using the system to procure items; reviewing and proofing process documentation; organizing and maintaining Department share drives and SharePoint pages; and installing and supporting hardware and/or software. Incumbents also assist users with the evaluation, selection, acquisition, and installation of hardware, software, and communications packages; conduct basic technical research of processes, procedures, and business solutions; write basic technical documents (examples: The Learning Center articles, procedures, how-to documents, etc); create training videos and conduct training both in person and electronically; maintain and update policy and procedures; and perform change management and configuration management for supported systems. This class is also responsible for performing related duties as required.

Desktop and Help Desk Assignments: Additional duties specific to these assignments include: identifying improvement opportunities such as tools, processes, procedures, installation, configuration and troubleshooting techniques; configuration and administration of end user computing devices, network printers, virtual private network (VPN) connectivity, workstation IP addresses, and system settings; imaging operating system software for the City's workstation computers; activating network connections; on-site and remote basic diagnosis and troubleshooting; simulating or recreating user problems to resolve operating difficulties; evaluating old or defective equipment received from end users to determine viability for repair and resale or disposal; imaging new computers, wiping cycled computers, and setting up and configuring new or replacement computers for deployment to end users; developing written troubleshooting, installation, and configuration procedures; developing documentation to incorporate best practices and procedures into the environment as Department of Innovation and Technology (DoIT) standards; and monitoring computer system performance via software tools.

Enterprise Infrastructure Operations and Enterprise IT Assignment: Additional duties specific to this assignment include: Performing duties associated with the operation, installation, monitoring, and preventive/restorative maintenance of infrastructure; diagnosing problems and performing repairs; installing, maintaining, modifying, and repairing voice, data, and fiber optic cabling; and 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. Duties also include: monitoring IT security dashboards and escalating anomalies to senior technical staff for review; ensuring Citywide compliance with software licensing through analysis of licenses and usage patterns and performing audits of all product licenses; configuring devices using existing config files; supporting and assisting in coordinating the technology replacement cycle; provisioning virtual machines (servers and desktops) using preconfigured templates; applying and documenting patches in a development environment; running weekly/monthly reports and canned or scripted reports (manual and automated) and making basic report modifications; writing, maintaining, and updating technical manuals, policies, procedures, and online articles. Areas included are Network, Security, Unified Communications, Server, Storage and Backup.

Business Solutions Assignment: Additional duties specific to this assignment include: conducting and supporting vendor management; applying and documenting patches to development systems; running test scripts after monthly patches and/or application enhancements have been applied and reporting results of success or failure; making basic report modifications and performing basic report development and writing. Under the guidance of a more senior developer, performs basic application development, coding, and configuration in alignment with a set of standards; coordinates plans for collecting and standardizing input data; formats output media by creating basic interfaces; performs maintenance or basic application modifications; monitors and performs basic tuning of application performance; defines and configures basic system monitors for application and support environments; defines and configures basic ETL (Extract, Transform, Load) processes; defines and creates basic application interfaces with internal and external applications; develops forms for application use; creates and executes basic test scripts for base patching and application regression testing; and follows quality assurance (QA) processes. Areas included are Business Solutions and Application Support and Development.

Distinguishing Features: This class is distinguished from the IT Technician classification by the greater level of knowledge and technical experience required, increased customer contact, limited project participation under close supervision, and by the independence exercised in performing a specific set of basic duties in the assigned area with moderate technical guidance. This class is distinguished from the IT Analyst I by the latter's increased scope of responsibility, intermediate level technical support and troubleshooting, greater customer interaction, more project involvement, and the autonomy of duties performed. Work is performed in accordance with departmental rules, regulations, and unit practices. This class may receive supervision from the IT Analyst I or higher class. Employees in this class may be subject to stand-by duty. Employees in this class may be required to carry a cell phone, respond to phone inquiries, and are subject to rotational stand-by and call-out duty 24-hours a day, 7 days a week. 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. Good (1 - 3 years) computer systems experience in at least one of the technical support areas of assignment.

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*).

Substance Abuse Testing. None

Preferred/Desirable Qualifications. Additional experience providing technical hardware and software support to local area network (LAN), wide area network (WAN), servers, and/or personal computers in a professional work environment (*by assignment*).

ESSENTIAL FUNCTIONS

Communication: Communicates with other City employees, customers, and product/service vendors in order to identify problems or areas for improvement and coordinates 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. Writes technical documents (examples: The Learning Center articles, procedures, how-to documents, etc.). Creates training videos and conducts training both in person and electronically. 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. Advises users in related technical areas to achieve improved productivity.

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. Configures and administers end user computing devices, network printers, VPNs, workstation IP addresses, and system settings (*by assignment*). Images operating system software for workstation computers (*by assignment*). Physically installs infrastructure (racking and stacking) for servers, switches, routers, WAPs, security cameras, storage devices, and related equipment and accessories (*by assignment*). Installs, maintains, modifies, and repairs voice, data, and fiber optic cabling (*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 (*by assignment*). Operates pallet jacks and forklifts in order to receive shipments in the warehouse. 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, diagnoses problems, and

performs repairs or escalates more complex problems to senior technical staff. Provides application support, maintenance, and basic modifications. Assists users with the evaluation, selection, acquisition, and installation of hardware, software, and communications packages. Conducts technical research of processes, procedures, and business solutions. Identifies improvement opportunities and develops documentation to incorporate best practices and procedures into Department standards. Audits work output, vendor billing, and/or customer data and makes corrections and adjustments upon the detection of errors. Coordinates and executes the rerun or restart of batch processes and jobs. Performs basic application development, coding, and configuration and applies patches in an application development environment (*by assignment*). Executes migration of software programs among a number of systems. 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;
concepts of desktop operating systems;
concepts of network functionality;
concepts of PC hardware components; 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 and instruct others, using technical and non-technical language to explain complex subjects and processes;
initiate IRs using an on-line incident management system;
create procedural documentation;
follow Information Technology Infrastructure Library (ITSL) processes;
develop, 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 47-200

PAY GRADE: 49

IND- 8810

SWORN- No