



Office of Human Resources  
IT Technician II - DI3141  
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### General Statement of Duties

Performs standard level Information Technology (IT) technical work in desktop support and/or help desk support.

### Distinguishing Characteristics

IT Technician II is distinguished from the IT Technician I because this position is an entry-level class designed to train incumbents to perform IT technical work on projects of limited scope and complexity. In addition, the IT Technician I perform duties under close instruction or assists higher level technicians with technical support.

In addition, this class is distinguished from the IT Technician III because the primary duties of this position involve full performance level IT technical work. For instance, the IT Technician III is responsible for training, assigning and reviewing the work of lower level IT Technicians. The IT Technician III also performs technical support on complex problems that have not been previously handled by other IT technicians or handles large hardware or software upgrades and installations that may impact an agency or the entire city.

Finally, this class is distinguished from the IT Communications Technicians because the main duties of this position involve planning, configuring, and supporting communications infrastructures. This class is also distinguished by the following characteristics.

### Level of Supervision Exercised

None

### Essential Duties

Installs and repairs desktop hardware and software; installs/uninstalls voice and data systems; and processes work orders for voice, video, and data users.

Performs technical support in a formal or informal help desk setting to users with common hardware and software problems, which includes: logging, troubleshooting, testing, adjusting, resolving, or referring problems to the appropriate Information Technology resource.

Acts as a liaison between user group and the Information Technology unit to communicate problems and possible solutions.

Maintains computerized inventory of voice and data equipment and specialized services for users.

Maintains technical procedures, documentation, operational instructions and/or project or work order status.

Reads and understands technical or other complex materials required for the job.

By position tests in-house or vendor developed software and software upgrades for user requirements and documents errors or discrepancies for correction.

Performs other duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technology Application – Uses machines, tools, instruments, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

**Knowledge & Skills**

Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Knowledge of computer network, desktop, and mainframe operating systems and their applications.

**Education Requirement**

Associate's Degree in Computer Science, Computer Information Systems, Business Administration, Mathematics, or a related field.

**Experience Requirement**

Two (2) years of Information Technology experience performing user support of desktop, legacy systems and/or Information Technology communications systems.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.  
Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

May be subject to frequent interruptions.  
Pressure due to multiple calls or inquiries.

**Level of Physical Demand**

3-Medium (20-50 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Pushing: exerting force on an object so that the object is away.

Pulling: exerting force on an object so that it is moving to the person.

Climbing: ascending or descending objects usually with hands/feet.

Balancing: maintaining body equilibrium to prevent falling over.

Stooping: bending the body by bending spine at the waist.

Kneeling: bending legs to come to rest on one or both knees.

Crouching: bending body downward and forward by bending legs.

Crawling: moving about on hands and knees or hands and feet.

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

**Background Check Requirement**

Criminal Check

Education Check

Employment Verification

By Position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Probation Period may be required.

**Class Detail**

**Pay Grade: I-617**

**FLSA Code: N**

**Established Date: 1/20/2019**

**Established By: GT**

**Revised Date:**

**Revised By:**

**Class History:**