



Office of Human Resources
IT Technician I - DI2859
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General Statement of Duties

Performs entry-level Information Technology (IT) technical work under close supervision in one or more of the following areas: desktop support, help desk support, and/or mainframe computer operations.

Distinguishing Characteristics

This entry-level class is designed to train the incumbent to perform IT technical work on projects of limited scope and complexity. This class is distinguished from the IT Technician II because the primary duties of this position involve standard level IT technical work. The IT Technician II may perform technical support on non-routine problems with minimal instruction or supervision or handle routine hardware or software upgrades and installations.

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.

The IT Technician I class is distinguished from the IT Communications Technician II because the primary duties of this position involve full performance IT technical work focused on planning, configuring, and supporting communications infrastructures. This class is also distinguished by the following characteristics.

Essential Duties

Under instruction, installs and repairs desktop hardware and software; installs/uninstalls cabling for voice, video and data networks.

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

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

By position, operates computers, peripherals and auxiliary equipment in a production setting using a mainframe computer, which involves: setting up computer for operation, assigning computer codes to production materials, and observing central console for error messages and codes.

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

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

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.

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.

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

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

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

By position, appropriate Information Technology Certification required.

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

1-Sedentary (0-10 lbs.)

Physical Demands

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

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Climbing: Ascending or descending an object or ladder.

Crawling: Moving about in a low or crouched position.

Crouching: Positioning body downward and forward.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Kneeling: Assuming a lowered position.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Pulling: Exerting force upon an object so that it is moving to the person.
Pushing: Exerting force upon an object so that it moves away from the person.
Reaching: Extending the hands and arms or other device in any direction.
Repetitive motions: Making frequent or continuous movements.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Walking: Ability to move or traverse from one location to another.

Background Check Requirement

Criminal Check
Employment Verification
By position, Licensure/ Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: X-000
FLSA Code: N
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: