



Office of Human Resources  
IT Technician II - LI1673  
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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.

### 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.

### **Level of Supervision Exercised**

None

### **Education Requirement**

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

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

For DPL Positions Specifically:

Potential exposure to hazardous anesthetic agents, body fluids, and bio-wastes.  
Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.  
Potential exposure to cold temperature, cold enough to cause bodily discomfort.

Potential exposure to cold weather conditions (indoor/outdoor).  
 Potential exposure to conditions that affect the skin or respiratory system.  
 Potential exposure to dust.  
 Potential exposure to extreme temperature changes.  
 Potential exposure to hazardous conditions where there is a danger to life, body, and/or health.  
 Potential exposure to hazardous/toxic chemicals.  
 Potential exposure to hazards from electro/mechanical/power equipment.  
 Potential exposure to hazards of steam and heat.  
 Potential exposure to heat temperatures, hot enough to cause bodily discomfort.  
 Potential exposure to hot and humid work environment.  
 Potential exposure to housekeeping/cleaning agents/chemicals.  
 Potential exposure to infection from disease-bearing specimens.  
 Potential exposure to infections and contagious diseases.  
 Potential exposure to odorous chemicals.  
 Potential exposure to pesticides or fertilizers.  
 Potential exposure to the risk of blood borne diseases.  
 Potential exposure to temperature changes: variations in temperature from hot too cold.  
 Potential exposure to temperature changes: variations in temperature from hot to cold.  
 Potential exposure to unpleasant elements (accidents, injuries, and illness).  
 Extreme cold conditions.  
 Handles emergency or crisis situations.  
 Noise sufficient to cause distraction or possible hearing loss.  
 Personal Safety: aware of surroundings, people, and events.  
 Pressure due to multiple calls and inquiries.  
 Subject to long, irregular hours.  
 Subject to many interruptions.  
 Subject to burns and cuts.  
 Subject to electrical and radiant energy hazards.  
 Subject to hazards of flammable or explosive gases.  
 Subject to injury from moving parts of equipment or vehicles.  
 Subject to precarious or high locations.  
 Subject to pressure for multiple calls, inquiries, and interruptions.  
 Subject to varying and unpredictable situations.  
 Subject to traffic, roadways, and pedestrians.  
 Subject to vibrations and strain on the body to cause bodily harm if endured daily.  
 Temperature Changes: variations in temperature from hot too cold.  
 Temperature Changes: variations in temperatures from hot too cold when works in field.  
 Wet: frequent contact with water or other liquid.  
 Wet: frequent contact with water, liquid, chemicals, or sanitary sewage.  
 Works in precarious or high locations

### Level of Physical Demand

For DPL Positions Specifically:  
 3-Medium (20-50 lbs.) to 4- Heavy Work (50-100 lbs.)

### Physical Demands

For DPL Positions Specifically:

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

Agility: Ability to move quickly and easily.

Balancing: Maintaining equilibrium.  
Carrying: Transporting or moving an object.  
Climbing: Ascending or descending an object or ladder.  
Color vision: Ability to distinguish and identify different colors.  
Crawling: Moving about in a low or crouched position.  
Crouching: Positioning body downward and forward.  
Depth Perception: Ability to judge distances and space relationships.  
Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.  
Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.  
Field of Vision: Ability to sharply detect or perceive objects peripherally.  
Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.  
Fingering: Picking and pinching, through use of fingers or otherwise.  
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.  
Hazards: Conditions where there is danger to life, body and/or health.  
Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.  
Hearing: Perceiving and comprehending the nature and direction of sounds.  
Kneeling: Assuming a lowered position.  
Lifting: By Position, may move objects 20-50 pounds, or 50-100 pounds from one level to another.  
Neck Flexion: Perceiving objects located above or below.  
Physical Strength: Exerts force to transport objects of 50 pounds or more.  
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.  
Stamina: Ability to work over long periods of time without tiring.  
Standing: Remaining in a stationary position.  
Stooping: Positioning oneself low to the ground.  
Talking: Communicating ideas or exchanging information.  
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.  
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.  
Walking: Ability to move or traverse from one location to another.  
Written Comprehension: Ability to discern the meaning of written words.

### Background Check Requirement

Criminal Check  
Education Check  
Employment Verification  
By position, Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

None

**Class Detail**

**Pay Grade:** I-617

**FLSA Code:** N

**Established Date:** 9/21/2018

**Established By:** LS

**Revised Date:**

**Revised By:**

**Class History:**