

## **CLASS SPECIFICATION**

**Information Systems Technician**  
**Code Number: \_\_\_\_\_**

### **GENERAL PURPOSE**

Under general supervision, provides a variety of computer hardware and software support services to end users for the operation and use of computer hardware and software and related peripherals; provides help desk services; performs scheduled production jobs; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

An Information Systems Technician provides a variety of responsible services of varying difficulty levels to Commission users intended to assist them in making most effective use of their computer hardware and software in accomplishing Commission and section goals. Initially under direct supervision, an Information Systems Technician learns and performs a variety of support and training services while becoming familiar with the Commission's systems environment, equipment, standard software applications and operations in the Information Services section.

Information Systems Technician is distinguished from Information Services Assistant by the level of experience and skill required to independently perform a variety of hardware and software support functions requiring the application of specialized knowledge and skill gained through experience.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Responds to user inquiries and requests and provides technical assistance on PC systems, related hardware and software and standard applications; provides first and second level help desk information and support; distributes materials and documentation to assist users in resolving problems; installs software applications; performs minor troubleshooting of hardware, software and network problems; coordinates action by Commission staff and/or outside maintenance vendors to resolve identified problems.

Assists and trains users on standard software applications; demonstrates methods and techniques for advanced uses of software packages and specialized hardware such as scanners for developing materials including color overheads, presentation graphics, desktop publishing materials and complex tables, charts and databases; assists users and demonstrates methods for retrieving deleted or damaged files; schedules and conducts or arranges with outside vendors for the delivery of

training sessions; provides one-on-one assistance in learning application basics and resolving use problems; maintains a record of training conducted.

Installs, sets up or relocates, configures and supports PC hardware and software and peripherals; installs software upgrades; sets up network addresses; diagnoses and repairs network cable and configuration problems; performs the more routine hardware support functions, including formatting disks, swapping out disks and hardware, installing and configuring network cards and PCs, installing and relocating hardware and peripherals, copying files to the network and similar support functions.

## **OTHER DUTIES**

Performs scheduled production jobs, including generating and distributing daily and weekly reports, documents and other output; performs procedural steps and generates month-end financial reports.

Performs the more routine systems and network administration duties, including adding and deleting user accounts, copying print configurations and backing up servers.

Performs routine cleaning, maintenance, troubleshooting and minor repair on printers; configures and installs hardware and software at the Commission's learning opportunities centers; makes service and repair calls to centers.

Maintains a database inventory on all Commission computer hardware and software; orders and maintains the section inventory of office and computer supplies.

Provides work direction and guidance to other support and temporary employees in the section.

## **DESIRED MINIMUM QUALIFICATIONS**

### **Knowledge of:**

Basic PC hardware, operations, characteristics and configuration settings; characteristics and limitations of PCs and related equipment; standard database, word processing, spreadsheet, desktop publishing, graphics, flow charting and other PC/server software packages; methods and techniques for troubleshooting and determining the causes of computer hardware and software problems and device errors and failures; standard office administration procedures including filing and record keeping.

### **Ability to:**

Operate computer and peripheral equipment and Commission-standard software applications; obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions; make advanced and/or creative uses of standard Commission software applications packages; troubleshoot and diagnose hardware and software problems and make minor repairs or fixes; follow and apply written and oral work instructions; conduct effective user training; communicate effectively, orally and in

writing; prepare and maintain records and reports; make sound independent judgments within established guidelines; establish and maintain effective working relationships with computer system users, section staff, vendors and others encountered in the course of work.

**Training and Experience:**

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and two years of increasingly responsible experience in PC hardware, software applications and support; or an equivalent combination of training and experience.

**Certificates; Licenses; Special Requirements:**

A valid California Class C driver's license may be required for certain assignments.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this class, employees are regularly required to sit; stand and walk; talk and hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard computer and office equipment; and reach with hands or arms. Employees regularly lift up to 10 pounds and frequently lift from 11 to 25 pounds.

Specific vision abilities required by this job include close vision, color vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, employees are regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; learn and apply new skills or information; perform highly detailed work on multiple concurrent tasks; work under changing and intensive deadlines with frequent interruptions; and interact with Commission managers, employees, vendors and others encountered in the course of work who are frequently anxious and impatient.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees typically work under normal office conditions and the noise level is moderately quiet.