

**Classification Title: Information/Technology Technician**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:** Identifies and resolves problems and provides first line and technical support for County computer users. Supports all programs and data services and troubleshoots errors. Installs new hardware and software. May work from orders generated from a help desk. May prepare recommendations for hardware and software acquisitions. May serve as technical lead or subject matter expert. Researches and evaluates products.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.*

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	V	Supports all computer installations, new configurations and changes, maintains and repairs computers and all related peripheral devices. Unboxes all hardware and tags and inventories assets. Moves systems, removes old hardware, sets up new systems and transfers all user data. Researches and recommends budget items for assigned work group and assigned projects.
2	H	Troubleshoots hardware and software problems. Compiles all customer information, tests systems and researches technical data to determine most efficient resolution to problems. Performs initial installation/configuration/coding work for projects and initiatives. May monitor and tune hardware, software or databases for specific projects or products.
3	L	Maintains inventories of hardware and software. Works with users and departments to facilitate understanding of system capabilities and limitations.
4	S	Researches and resolve various hardware and software issues such as sending hardware for repair, discussing issues with vendors for requirements or testing new vendor equipment. Maintains working relationships with vendors, monitors their contracts, and ensures compliance with all provisions. Works with vendors in researching and recommending new products and troubleshooting software problems or questions. Manages projects, serves as technical lead or subject matter expert on projects, system upgrades and enhancements. Researches and evaluates products. May manage staff resources for an assigned project.

**CLASSIFICATION REQUIREMENTS:**

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Education	Associate’s degree in Computer Science or related field.
Experience	Two years of experience in information systems support.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	None
Reading	Intermediate
Math	Basic
Writing	Intermediate
Managerial	Receives General Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	No responsibility for the direction or supervision of others.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship and may involve contact with others outside of the direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light	Medium X	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computer tools, computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

- (1) N/A
- (2) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

None.