

Information Technology Technician (part-time)

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APPLY

Salary ⓘ \$24.81 - \$30.16 Hourly

Location ⓘ Rancho Santa Fe, CA

Job Type Part-Time

Department IT

Job Number 00010

Closing 7/26/2019 11:59 PM Pacific

DESCRIPTION

QUESTIONS

Job INFORMATION TECHNOLOGY TECHNICIAN

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

CLASSIFICATION DEFINITION

Under general supervision, performs a variety of technical support services for the emergency communications center and related technologies. Duties include network information systems; software applications; answering help desk tickets and calls for computer, network and hardware/software issues; monitoring, installing, and upgrading hardware, software and peripherals; troubleshooting and repairing system problems and providing technical assistance to customers; participating in information technology projects; and other duties as assigned.

CLASSIFICATION CHARACTERISTICS

This is the entry-level classification in the Information Technology series. Incumbents assigned to this classification level perform duties as first level responders for hardware/software issues; troubleshooting routine problems; and either providing technical assistance to customers, or referring to a higher-level classification. Incumbents at this level work under general direction, alone on routine or regular work assignments, checking with a supervisor on non-routine assignments or when in doubt as to the correct

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SUPERVISION RECEIVED

General direction is provided by the Senior IT Specialist and IT Specialist.

ESSENTIAL FUNCTIONS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Provide technical support and troubleshooting assistance to customers pertaining to computer, network and related technology applications and equipment by phone, and/or in person; receive and log requests for assistance from end users; utilize and update help desk tickets, system maintenance logs and other tools to track and respond to service requests; verify the location of the problem by eliciting information from end users regarding the nature of the issue; may conduct on-site assessments of technology issues; determine severity of problem and either resolve, refer to others in the department, or escalate to the contracted service provider.
2. Perform a variety of technical duties pertaining to the basic operation and maintenance of hardware, software, networks and peripheral equipment; provide monitoring of systems, networks and applications for response time, routine problems and general performance; test and perform configurations of computer hardware, software, programs and applications; compile various periodic reports; and perform maintenance, repair and updates to computer hardware and software.
3. Coordinate equipment repairs with external vendors; and arrange for vendors to perform on-site repairs.
4. Attend meetings, seminars, training, and drills to maintain a working knowledge of technical advancements in equipment and operations.
5. Represent the Information Systems function as part of a project team; and coordinate project activities.
6. Perform general facility maintenance, including fixing and repairing dispatch consoles, setting up meetings and events, and supporting the onsite back-up power system.
7. Perform other related duties as assigned.

MINIMUM QUALIFICATIONS


Any combination of experience, education, and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and Experience:

- An Associate degree, complete or in progress, from an accredited college or university with major coursework in Computer Science, or a related field.

o A bachelor's degree is highly desirable.

- One (1) year providing information technology support at an entry level is desired, but not required.

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- Must possess a valid California Driver's License.
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Knowledge of:

- Operations, services, concepts, terms and activities common to information systems.
- Computer hardware and software components.
- Basic operational characteristics of local and wide area network systems.
- Operational characteristics of communication systems, equipment and devices.
- Network cabling standards, and data transmission methods.
- Tools and test equipment used in the installation, maintenance and repair of information systems.
- Methods and techniques of troubleshooting computer system hardware and software problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.
- Principles and practices of record keeping and reporting.
- Modern office procedures, practices, methods and equipment.

Ability to:

- Operate, maintain and perform repairs on information technology equipment and software.
- Troubleshoot a variety of desktop and network hardware and software issues; and respond appropriately to customer service requests.
- Test and repair computer equipment, and network cabling problems.
- Communicate technical information, both orally and in writing, to a wide variety of users.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Prepare clear and concise reports.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, and assignments.
- Communicate effectively, both verbally and in writing.
- Establish, maintain, and foster effective working relationships with those encountered during the course of the work.

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Mobility – frequent standing or sitting for extended periods; frequent walking; occasional driving; occasional pushing/pulling; frequent bending, kneeling, squatting and crawling. Lifting – frequent lifting up to 25 pounds; occasional lifting up to 50 pounds. Vision – constant use of good overall vision for reading/close up work; frequent use of color perception and eye/hand coordination; occasional use of depth perception and peripheral vision. Dexterity – frequent repetitive motion from writing and using a computer keyboard; frequent grasping, holding and reaching. Hearing/Talking - frequent hearing/talking to others on the telephone and in person; occasional hearing of faint sounds. Emotional/Psychological – frequent decision making and concentration; frequent public contact; and working alone.

WORKING CONDITIONS

Work is typically performed in an indoor office environment, and requires travel to other locations. Work environments may include noise, dust and/or unpleasant odors, and may occasionally require work in confined spaces. Evening, holiday and/or weekend work may be required.

Agency

North County Dispatch JPA

Phone

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Website


ncdjpa.org (ncdjpa.org)

JOB OPPORTUNITIES

ACCOUNT

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