

DATE SUBMITTED 7/31/2020  
 SUBMITTED BY ACM  
 DATE ACTION REQUIRED 8/5/2020

COUNCIL ACTION (X)  
 PUBLIC HEARING REQUIRED ( )  
 RESOLUTION ( )  
 ORDINANCE 1<sup>ST</sup> READING ( )  
 ORDINANCE 2<sup>ND</sup> READING ( )  
 CITY CLERK'S INITIALS JS

**IMPERIAL CITY COUNCIL  
 AGENDA ITEM**

SUBJECT: DISCUSSION/ACTION: INFORMATION TECHNOLOGY TECHNICIAN POSITION  I. APPROVAL OF CLASSIFICATION, SALARY RANGE AND JOB DESCRIPTION FOR INFORMATION TECHNOLOGY TECHNICIAN POSITION(S) I/II/III	
DEPARTMENT INVOLVED: City Manager's Office/Information Technology Department/Administrative Services Department	
BACKGROUND/SUMMARY: Whereas the City Council for the City of Imperial approved the Municipal Budget for Fiscal Year 2020-2021 on July 7, 2020. In accordance with that, the recruitment for an Information Technology Technician I was approved; however, a job description, classification and salary range must be established. The attached job description does allow for the establishment of three separate positions within the IT department. This will allow for future growth to meet the needs of the community in the future. Pending approval, the City of Imperial will solicit applications for the ITT I.	
FISCAL IMPACT: \$35,508 (40%GF/60% Enterprise Funds) As Approved in Municipal Budget 2020-2021 on July 7, 2020 Account #01-143-5101 (Item 7)	ADMIN SERV INITIALS <u>JS</u>
STAFF RECOMMENDATION: It is staff's recommendation to approve the Classification, Description and Salary Ranges as presented.	DEPT. INITIALS <u>ab</u>
MANAGER'S RECOMMENDATION: City Manager agrees with staff's recommendation	CITY MANAGER'S INITIALS <u>JKM</u>
MOTION:   SECONDED: APPROVED ( ) REJECTED ( ) AYES: DISAPPROVED ( ) DEFERRED ( ) NAYES: ABSENT: REFERRED TO:	



# CITY OF IMPERIAL

## JOB DESCRIPTION

### INFORMATION TECHNOLOGY TECHNICIAN I/II/III

#### **DEFINITION:**

Under direction of the Information Technology Director, performs a variety of technical duties in the implementation, operation, maintenance, and ongoing use of the City's technology infrastructure; serves as the primary interface between the end user and information services staff; provides support for computer systems and equipment including hardware, software, and peripheral printers and related equipment. Performs a variety of technical duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

**Information Technology Technician I:** This is an entry level classification in the series. This class performs a variety of technical duties including serving as the first point of contact for technical assistance over phone and email, performing troubleshooting through diagnostic techniques and pertinent questions, setting up workstations with computers and necessary peripheral devices, and provide administrative support services.

**Information Technology Technician II:** This is a journey-level confidential class in the Information Technology Technician Series. This class performs more complex tasks and duties such as compiling, analyzing, evaluating, correlating information as it relates to appropriate software functions and department specifications, provide service and support to departments in the field

**Information Technology Technician III:** This is an advanced journey-level classification in the Information Technology Technician series. Incumbents perform the more complex duties requiring high specialized knowledge, skills, and abilities in a designated work assignment including performing lead administrative support services, researching, diagnosing, troubleshooting and identifying solutions to resolve system issues, and configure operating systems and using remote desktop connections to provide immediate support. Employees within this class are distinguished from IT Technician I/II by responsibility to exercise lead supervision over staff of the department and by performance of the full range of duties. Employees at this level only receive occasional instruction or assistance as new or unusual situations arise and are fully aware of the operational procedures and policies of the City and department.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provides exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding, responsive, fair, courteous and respectful, and to actively participate in maintaining a positive customer service environment.
- Serves as the primary interface between the end user and the City's information technology staff; receives and logs user requests for service and problem notification; prioritizes requests, resolves problem or distributes to appropriate information technology

staff for response; tracks status to ensure timely response; facilitates escalation as necessary.

- Installs, configures or upgrades in house or vendor software, hardware, peripherals, network copiers and printers; troubleshoots hardware and software related problems.
- Works with computer users to resolve problems and answer questions on a variety of hardware components and software programs.
- Provides on-call assistance for computer systems support.
- Participates in the analysis, design, implementation, operation and maintenance of the City's computing systems.
- Provides a variety of training programs for users on computer software and system use. Updates users with new information on software usage.
- Conducts needs assessments and feasibility studies as required.
- Performs a variety of duties in the implementation, operation, and maintenance of the City's computerized information systems including troubleshooting hardware, software, and peripheral problems.
- Performs repairs on computer systems and peripheral equipment including network printers. Coordinates major equipment repairs, locates vendors and ships parts as needed. Arranges for vendors to perform on-site repairs. Evaluates repair service quality. Monitors inventory of information services hardware and software. Orders equipment and supplies as necessary.
- Performs system and database backup activities as necessary. Files back-up tapes and maintains tape library. Maintains software licensing. Responds to inquiries and request for new software programs. Administers and maintains organizational internal systems. Configures user accounts and troubleshoots and identifies e-mail problems.

#### **OTHER DUTIES:**

- Perform related duties as assigned.

#### **REQUIRED QUALIFICATIONS**

##### **Knowledge of:**

- Basic principles, practices and methods of personal computer configuration and operations, and of network, hardware, and software troubleshooting;
- basic principles of computer science; computer peripherals and accessories;
- a variety of software programs and operating systems;
- modern office procedures, methods and computer equipment;
- principles and practices of quality customer service.

##### **Ability to:**

- Perform the full range of help desk duties;
- identify and respond to user computer related problems;
- install and configure computer systems and peripheral equipment;
- identify, isolate, and troubleshoot hardware and software problems;
- install, test, and evaluate hardware and software effectively.

- Train computer users; understand and follow oral and written instructions;
- communicate clearly and concisely both orally and in writing;
- establish and maintain effective working relationships with those contacted in the course of work the ability to analyze, design, program and maintain information systems and peripherals;
- make recommendations in information system selections and software application packages is highly desirable.

### **Education and Experience:**

IT Technician I: Graduation from high school or equivalent GED and minimum one (1) year of experience involving IT systems support work which is likely to provide the required knowledge and abilities of the position of Information Technology Technician I would be acceptable for employment.

IT Technician II: Graduation from high school or equivalent GED, any combination equivalent to two (2) years of experience involving increased responsibility of IT systems support work, college course work, AND/OR certificate in related field which is likely to provide the required knowledge and abilities of the position of Information Technology Technician II would be acceptable for employment.

IT Technician III: Graduation from high school or equivalent GED, any combination equivalent to three (3) years of experience involving increased responsibility of IT systems support work, Bachelor's Degree in IT Solutions or related field (preferred), AND/OR certificate in related field which is likely to provide the required knowledge and abilities of the position of Information Technology Technician II would be acceptable for employment.

### **License and Certificates:**

Valid California Class C Driver's License

### **Other Information**

Required to undergo and successfully complete an extensive post-offer Police Department background investigation.

### **WORKING CONDITIONS**

#### **Work Environment:**

- Indoor/outdoor environment.
- Fast-paced environment with changing priorities.
- Variable hours including evenings or weekends.

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

- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Hearing and speaking to exchange information.
- Sitting or standing for extended periods of time.
- Lifting, carrying, pushing and pulling moderately objects as assigned by the position.
- Bending at the waist, kneeling or crouching to install equipment and materials.
- Reaching overhead, above the shoulders and horizontally.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.

**Hazards:**

- Exposed to computer screens
- Working at heights.

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Class specifications are only intended to present a descriptive summary of the range of duties and responsibility associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

Information Technology Technician I: FLSA Non-Exempt MSPC (Confidential) Position – Range 60

Information Technology Technician II: FLSA Non-Exempt MSPC (Confidential) Position – Range 63

Information Technology Technician III: FLSA **Exempt** MSPC (Confidential) Position – Range 69