



CLASS SPECIFICATION

Class Code:	60015726
Date Established:	05/2006
Last Reviewed:	05/2021
Last Revised:	08/2021
Last Title Change:	04/2017
FLSA:	non-exempt
Probation:	12 months

TECHNOLOGY SYSTEMS TECHNICIAN I

DEFINITION

Under general supervision, provides technical assistance to customers; assists users with hardware and software issues; installs software; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

An associate's degree from an accredited college or university in information technology or a closely related field; OR two years of full-time experience in a technology position; OR an equivalent combination of related education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the entry level in the Technology Systems Technician class series, which provides for progression to the next level upon meeting the requirements of the class and recommendation of the appointing authority. This level is limited in scope to support duties such as working the helpdesk, installing software, hardware and peripherals, and basic troubleshooting of user problems and inventory control of equipment at an enterprise level. This class is distinguished from the Technology Systems Technician II by the latter having responsibility for the full range of support duties which includes directly meeting with users for the installation of hardware and peripherals, equipment repair, basic diagnostics and research and development for department needs.

SUPERVISION EXERCISED

Exercises no supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide helpdesk support for all Washoe County technology products and services by answering customer questions, troubleshooting problems and routing requests to the appropriate staff.

Interview users to collect information about problem and perform diagnostic procedures to determine source of error and work through possible causes and solutions to correct issue or error.

Track open requests for service and utilize ticket tracking system to update information and track until ticket is resolved.

Perform basic preventive maintenance on desktop computers, laptops, tablets, components and peripherals, printers, scanners and smart phones to maintain lifespan of equipment.

Perform routine software installation, update registry settings, observe the execution of loaded programs for errors, analyze errors and find solutions for any discovered errors.

Administer system accounts and policies to include names, logins, passwords, authorizations, shared directories, assigned systems, changes/addition to active directory, changes to email accounts, adding new employees to the system and directory services.

Perform basic diagnostics and repairs on hardware and software issues, network communication errors and identify maintenance needs.

Image desktop computers, laptops and tablets to ensure required software is installed per department requirements and County standards.

Coordinate with department staff regarding the updates, replacement and installation of hardware and software in accordance with the PC Refresh Program.

Maintain and support computer hardware and software in public safety vehicles.

Troubleshoot cellular and network connectivity, analyze and find solutions.

Act as liaison between vendors and users, investigate issues and provide recommendations to departments.

Process surplus computers, printers and peripherals for auction, sale, recycling and donation to include transport, wiping of hard drives, recording and reporting bar codes and wrapping and palletizing.

Receive shipments and bar code and inventory the equipment and materials prior to installation.

Develop and maintain documentation on software, procedures, training, software installation, projects and reports to provide knowledge base tools.

Provide individual training to department staff in the use and application of software and hardware.

Communicate Washoe County and Technology Services policies to customers.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental policies and procedures.

Active Directory to manage network resources.

County approved software, computers, laptops, printers, tablets and smart phones, including methods for identifying software and hardware problems.

Materials and equipment used in the installation, maintenance and repair of computer equipment.

Diagnostic software used in identifying and correcting computer system and component problems.

Technological changes in hardware and software

Basic principles of system administration, VOIP, databases, networks and virtual networks, remote connectivity, internet, security and group policy to transfer issues to the correct technology support teams.

Ability to:

Analyze and solve problems during workstation setup, maintenance, and diagnostics to ensure network connectivity and access.

Analyze information, project consequences of proposed actions, formulate alternative solutions and make appropriate responses and recommendations.

Install-County approved software and run diagnostics to ascertain that a system and software is properly installed and running.

Maintain and update records for the allocation of work time and the use of supplies.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

Microsoft Office suite products.

Practices and procedures related to the installation, maintenance and repair of computer equipment.

Principles of information technologies and networking.

Ability to:

Read, interpret and apply user and technical manuals.

Work effectively with end users in the setup and repair of PC workstations, printers, tables, smart phones and components.

Assist users in the functions and applications of software and the use of computer systems.

Follow oral and written instructions.

Effectively communicate with technical and non-technical individuals, both orally and in writing.

Maintain effective working relationships with departmental staff and representatives of other departments.

SPECIAL REQUIREMENTS (*Essential duties require the following physical skills and work environment.*)

Washoe County Technology Services employees may be called to work to assist during a disaster or emergency situation.

Ability to work in a standard office environment. Ability to lift and move objects weighing up to 75 lbs. Ability to work in an environment with exposure to electrical energy, dust, grease, and chemicals.

This class specification is used for classification, recruitment, and examination purposes. It is not considered a substitute for work performance standards.