



CLASS SPECIFICATION

Class Code:	60015830
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FLSA:	non-exempt
Probation:	12 months

TECHNOLOGY SYSTEMS TECHNICIAN II

DEFINITION

Under general supervision, provides technical assistance to customers for service related to personal computers and peripherals; assists users with hardware and software issues; installs hardware and 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 AND one year of full-time experience in a technology position; OR three 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 journey level in the Technology Systems Technician class series. Incumbents are responsible for providing the full range of support including requests for assistance at the helpdesk, directly meeting with users and installing software, hardware and peripherals and complex troubleshooting of problems at an enterprise level. They are expected to diagnose and appropriately escalate problems to other areas within Technology Services and follow-up to ensure corrective action was taken. This class is distinguished from Technology Systems Technician I in that incumbents are expected to perform a broader range of assignments with less guidance and supervision. It is distinguished from Senior Technology Systems Technician in that incumbents do not exercise lead responsibilities over positions in the same class series.

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 field 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.

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.

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 routine 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.

Detect, identify and remove non-County authorized PC installation to maintain the county's network integrity.

Research, analyze, design and develop assigned information technology projects to ensure operational applications.

Research, develop and deploy applications, hardware or software systems to ensure systems are functioning, compatible, and conform to county policies and standards.

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

Represent Technology Services at meetings with departments and participate on committees and project teams involving county information technology.

Provide individual training to Washoe County employees in the use and application of software and hardware.

Provide training to new Technology Services employees on procedures, phones, ticketing system, technical documentation and departmental policies.

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

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

Communicate Washoe County and Technology Services policies on technology 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:

Diagnostic software used in identifying and correcting complex computer systems, components and network problems.

Methods, materials and equipment used in the installation, maintenance and repair of computer systems, networks and components.

Ability to:

Assemble computer equipment, printers, tablets, smart phones and other technologies.

Plan and oversee the design, installation and support of county-wide department desktop PC database images for compatibility and reliability in accordance with department specialized needs and established county standards.

Diagnose the most complex problems associated with software, hardware and computer peripherals; take appropriate actions.

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

Collect complex technical information, establish facts, diagnose problems and draw valid conclusions.

Run the most complex diagnostic software and use tools to determine component failures.

Perform troubleshooting for computer equipment, including printers, tablets, smart phones and other technologies.

Run routine diagnostic software and use tools to determine component failures.

Maintain knowledge of hardware and software technological changes.

Analyze and solve problems during network and workstation setup, maintenance and diagnostics.

May serve as a team leader for information technology projects.

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

Knowledge of:

Departmental policies and procedures.

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

Principles of information technologies and networking.

Microsoft Office suite products.

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.

Microsoft's Active Directory to manage network resources.

Methods, materials and equipment used in the installation, maintenance and repair of computer systems, networks and components.

Technological changes in hardware and software.

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

Ability to:

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

Research, read, interpret and apply user and technical manuals.

Perform assembly and initial installation of PC workstations, networks and peripherals.

Load county approved software and run diagnostics to ascertain that a system and software is properly installed and running.

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

Train other Technology Services staff on how to install computer equipment and peripherals.

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

Follow oral and written instructions.

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

Work effectively with the end users in the setup and repair of PC workstations, computers and components.

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.