CITY OF HAWTHORNE
INFORMATION TECHNOLOGY DEPARTMENT
INFORMATION TECHNOLOGY SUPPORT TECHNICIAN
Classification Specification
(Classified)

JOB SUMMARY

The Information Technology Support Technician works under the direct supervision of the Information Systems Analyst, and/or the Information Systems Manager. The Information Technology Support Technician, under direction, installs and maintains desktop computer systems, networks, phones and related equipment; perform technical and administrative work in supporting the City's information systems, public safety systems and performs related work as required.

SUPERVISION RECEIVED

The Information Technology Support Technician works under the direct supervision of the Information Systems Analyst, and/or the Information Systems Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Information Technology Support Technician. The duties included on this list are examples and are not intended to be all-inclusive or restrictive:

- Assists in the day-to-day maintenance and efficient operation of City-wide computer systems.
- Provide break/fix, help desk support and assist users with computers, phones, audio-visual equipment, network, and application related issues.
- Install, troubleshoot and maintain desktop computers, network, applications and peripheral equipment.
- Assists with the coordination of the repair and maintenance of all city information systems and equipment.
- Perform system maintenance functions such as network and user moves, add and delete, backup and restore, preventive maintenance, print queues, network address assignments, etc.
- Assists with the installation, building, and upgrading of desktop computer hardware.
- Responds to users and troubleshoots personal computer software, printer(s) and other software and hardware problems as required.
- Maintain service tickets and take corrective action as required.
- Maintain inventory of PC's, components, software, and license.
- Maintain user and technical documentation, prepare reports, and other related information as required.
- Perform other office related duties as assigned; and may be required to work shifts, weekends, and/or holidays and in a secure facility setting.

MINIMUM QUALIFICATIONS

Education, Training and Experience

- Graduation from high school or G.E.D.; AND
- Any combination of education and experience that could provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would include possession of related technical certifications, in addition to the following:

  1. Associates Degree from an accredited college in Information Systems or related field and;
  2. Two (2) years of technical experience in performing a full span of personal computer support activities, including:
     - Computer setup/OS installation
     - Software applications
     - Network configuration

Licenses, Certificates and/or Special Requirements:

- A valid California class "C" driver's license, safe driving record, and proof of insurance are required at the time of appointment.
- Cisco CCNA and/or CompTIA highly desirable
- Other related technical/cyber security certifications are also desirable.

Knowledge, Skills and Abilities

- Knowledge of a wide variety of computer systems.
- Knowledge of application(s) software, including communications and utilities software; and language and equipment.
- Knowledge of Cisco iOS and VoIP technologies.
- Knowledge and experience in operating, building, maintaining desktop computers utilizing Windows 10, Group Policies, within a windows based networked environment.
- Ability to analyze system data/error logs.
- Ability to manage and maintain complex information systems.
- Ability to evaluate alternatives and make sound recommendations.
- Ability to evaluate and diagnose hardware and software errors and problems.
- Ability to communicate effectively orally and in writing.
- Ability to work cooperatively and effectively with departments' staff, users, and others.
- Ability to function independently when needed.
- Ability to work with sensitive & confidential data.
- Must be able to pass a complete background investigation.

PHYSICAL DEMANDS

While performing the duties of this job, the employee may stoop, balance, and kneel, and use arms, legs, and back to occasionally lift and/or move up to 40 pounds. The employee frequently stands, walks, sits, and uses a telephone and personal computer with a display screen for extended periods of time. Work requires the ability to adjust focus and use hands and fingers to handle and maneuver objects.

WORKING CONDITIONS

May be required to work shifts, weekends, and/or holidays and subject to call emergency call in. Must submit to random drug testing in accordance with the City's drug and alcohol policy.

FLSA Status: Non – Exempt
Bargaining Unit: HMEA
Civil Service Status: Classified

Revised: February 2022
CSC Approval: February 17, 2022