



POSITION DESCRIPTION
COMPUTER SUPPORT TECHNICIAN

PURPOSE

Under general direction of Information Technology Analyst I/II, installs, configures, troubleshoots and maintains a variety of personal computers, laptops, windows-based terminal devices and peripheral equipment including monitors, printers, modems, and other hardware and software; assists in management of communications system; provides hardware and software related training, technical assistance and support to system users. Performs other related work as required.

DISTINGUISHING CHARACTERISTICS

This is a Fair Labor Standards Act (FSLA) exempt technical position which requires significant analytical, technical and administrative expertise and is responsible for providing over 200 end-users with software, hardware and peripheral support.

SUPERVISION RECEIVED

Works under the general supervision of an Information Technology Analyst I/II and/or an outsourced networked system engineer or administrator. May receive project based direction from Assistant City Manager

SUPERVISION EXERCISED

Generally none. However, may provide functional supervision and direction to any assigned support staff, the designated department technology liaisons, contract or temporary staff, and/or consultants as may be appropriate.

ESSENTIAL DUTIES AND RESPONSIBILITIES - (illustrative only)

Provides technical support, user assistance and training; responds to user questions and concerns; assists in interpreting user needs and implementing solutions; trouble shoots equipment problems; diagnoses and resolves problems and malfunctions related

EXHIBIT "B"

to personal computers, laptops, thin client devices and related peripheral devices; inspects and tests equipment to determine feasibility of repair; orders and installs replacement equipment; secures warranty covered repairs; operates test equipment and related tools and equipment; inventories and maintains a variety of equipment appropriate to maintain system and related peripherals; performs related cabling and installation of computer devices and peripherals; installs, tests, trouble-shoots and maintains computer hardware and software including peripheral devices;

Provide desktop support services including hardware, software, installation, training, and access to any products and services required to deliver functionality to the desktops and laptops (For example: network, e-mail, internet, print, file, support for traveling employees, etc.).

Install, configure, and maintain management information technologies for the City (For example: computers, networks, phones, voice mail, Internet, etc.)

Coordinate the integration of hardware, operating systems and applications for mini and micro-computer networked environments.

Troubleshoots and resolves software and hardware problems; collaborates with users regarding their PC and network requirements.

Install, configure, administer, troubleshoot, and coordinate maintenance of LANs, WANs and related equipment and software (For example: file servers, computers, printers, network interface cards, routers, cabling, modems, etc.)

Assists in the proper maintenance, repair and servicing of equipment. Maintains and updates detailed citywide computer inventory. Ability to create various reports using standard City software applications.

May require working a flexible work schedule on occasion including evening and weekend hours.

PERIPHERAL DUTIES

Answers helpdesk calls. Assists users with hardware, software, and network problems. Uses remote connection/control software to assist users.

May be assigned to various employee committees.

MINIMUM QUALIFICATIONS:

Education and Experience:

- A) Any combination of experience and training equivalent to graduation from high school supplemented by obtaining a Associates (AA or AS) level degree in computer science, information systems or a related field. Completion of a bachelor's degree in fields identified is highly desirable. Given the nature of this profession, candidates with at least five (5) years demonstrated work history in this field at this level of position but do not have the required AA/AS college degree may be considered.

- B) Progressively responsible journey-level experience in the installation, setup, troubleshooting and maintenance of computers and peripheral equipment, and in providing technical user support for computer hardware and software. Experience with designated environments, equipment and/or software such as Windows XP and NT and Citrix are highly desirable.

Necessary Knowledge, Skills and Abilities:

Excellent written and verbal communication skills, physical strength and agility to safely lift, manipulate, install and troubleshoot computer equipment, ability to hear, understand and retain complex information and instructions. Possess good organizational, decision-making and logical troubleshooting skills.

A high level of customer service orientation and effective interpersonal communication skills is required of the candidate. Proven project management skills, including the ability to multi-task, and successfully manage/execute many projects simultaneously is required.

SPECIAL REQUIREMENTS/CERTIFICATIONS

Required certifications (must have or obtain prior to completion of probationary period):

- A) Microsoft Certified Professional (MCP)

- B) A+ Certification

A working knowledge of personal computer components such as motherboard, CPU, fans, hard drives, and peripheral cards, etc.

Must have one to two years experience working with computer hardware.

Ability to obtain and maintain a valid California Drivers License.

TOOLS AND EQUIPMENT USED

Common hand and power tools, electronic test equipment, personal computer, phone, and other tools required for repairs and routine maintenance of computer equipment.

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 the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may stoop, balance, crawl, and kneel, and use arms, legs, and back to occasionally lift and/or move up to 25 pounds on a regular basis, occasionally up to 40 pounds. The employee frequently stands, walks, sits, uses a telephone, and uses a PC with a VDT screen for extended periods of time. Work requires the ability to adjust focus and use hands and fingers to handle and maneuver objects.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent generally works in an office setting, but is sometimes required to make trips between remote city facility sites, vendor locations, post office, commercial districts, other governmental agencies and other locations away from the office.

The noise level in the work environment is usually quiet. Work environment requires working in a public setting and interacting with members of the public.

SELECTION GUIDELINES

Formal City of San Bruno application accompanied by resume, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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