



Midpeninsula Regional Open Space District

INFORMATION SERVICES AND TECHNOLOGY (IST) TECHNICIAN I/II

DEFINITION

Under direct or general supervision, performs a variety of technical duties in support of the District's management information system; provides technical desktop support to users; troubleshoots hardware, software, and network problems associated with the District's computers and telecommunication systems and related equipment; installs hardware equipment and software applications; assesses user training needs and trains users in effective use of applications as appropriate; makes recommendations regarding hardware and software acquisitions; performs database administration; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Information Technology Program Administrator. Exercises no direct supervision over staff. May provide technical and functional training and instruction to lower-level staff and interns.

CLASS CHARACTERISTICS

IST Technician I: This is the entry-level class in the IST Technician series. Employees at this level perform the more routine support assignments and require direct input from the Information Technology Program Administrator for resolution of these assignments. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the IST Technician II level which exercise more independent discretion and judgment in matters related to work procedures and methods.

IST Technician II: This is the journey-level class in the IST Technician series responsible for performing moderately complex technical assignments, projects, and analyses. Responsibilities require the use of tact, discretion, and independent judgment and to have full and thorough knowledge of the concepts, practices, procedures, and policies of assigned function. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The work involves frequent contact with others and coordination of multiple concurrent activities. This class is distinguished from the Information Technology Administrator in that the latter is a professional-level class requiring equivalent to a four-year college or university degree and is responsible for system administration, networking functions, and manages the Information Technology Program as a whole and supervises the program staff.

Positions in the IST Technician class series are flexibly staffed and positions at the II level are normally filled by advancement from the Technician I level requiring two (2) years of experience at the I level and after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives and evaluates requests for service, diagnoses problems, troubleshoots and implements remedial actions, researches documentation and determines solution, and resolves problems with

hardware, software, security and access controls, and systems issues; escalates issues to specialized or higher-level staff and/or vendor for resolution as appropriate.

- Installs, configures, maintains, and upgrades operating systems and software packages across disparate platforms, servers, network and data communication systems, personal and mobile computing systems and equipment, audiovisual equipment, web based applications, and related technologies; performs basic system administration functions.
- Performs routine tasks of local area network (LAN) and wide area network (WAN) administration; assists users in LAN and WAN procedures and programs and in efficiently accessing network resources.
- Communicates and interfaces with end users; instructs end users concerning computer systems and software applications.
- Troubleshoots and maintains servers; performs systems backup for servers.
- Provides high-quality internal customer service by assisting users, in-person or remotely, with operational questions or problems and in the use of computer software applications; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to District computer systems and databases.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices; enforces information technology operational policies and procedures.
- Recovers computer assets and evaluates and repurposes viable hardware or decommissions obsolete hardware.
- Moves and sets up workstations; installs desktop equipment and hardware, software, and network operating systems; sets up network connections, email accounts, and user accounts; installs, maintains, and troubleshoots voice connections, cabling, instruments, and switches; tests and certifies each installed connection; works with various vendors to support these systems.
- Provides technical and set up support for conferences, meetings, and off-site events.
- Maintains electronic communication systems and equipment, such as telecommunications and audiovisual equipment.
- Serves as a technical resource for maintaining, enhancing, and upgrading the District's current and long-term computer system operations.
- Researches and tests available computer products, analyzing the relevance of different types of software to District functions and requirements.
- Works with vendor representatives to identify and correct causes of hardware and software malfunctions and to perform enhancements.
- Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.
- May oversee information technology projects related to areas of responsibility at a II level.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applications and functions of computer hardware, software, and peripheral devices.
- Information technology systems, including hardware equipment, software applications, computer networks, telecommunications, and other electronic office automation systems.
- Principles and practices used in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, servers, network and data communication, mobile, audiovisual, web based applications, and other related technologies and equipment.
- Windows, SQL server, and Unix based operating systems; local area network (LAN) and wide area network (WAN) design, operations, and support.

- Principles and practices of Voice over IP systems and related software.
- Modern office practices, methods, and equipment.
- Principles and procedures of record keeping and reporting.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Project management principles including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Diagnose and troubleshoot information technology networks, servers, and systems and workstation hardware and software using logic to solve problems.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Understand, interpret, and explain hardware and software application solutions to users; research technical materials to provide solutions to problems.
- Perform Exchange, Office 365, and Windows Server Administration
- Write system procedures.
- Learn to use new and existing software and hardware.
- Present effective training programs and train users in the application and use of computer hardware and software.
- Compose clear and concise correspondence and reports.
- Understand and follow oral and written instructions.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

IST Technician I and II: Equivalent to an Associate's degree in computer science, information technology, or a related field.

IST Technician I: One (1) year of responsible experience providing technical support in the installation, maintenance, and repair of systems which includes personal computing or mobile computing.

IST Technician II: Two (2) years of responsible experience providing technical support in the installation, maintenance, and repair of systems which includes personal computing or mobile computing.

Licenses and Certifications:

- Possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen, as well as interpret colored warning and alarm lights on computer equipment; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas is often required. Finger dexterity is needed to frequently access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may be required to travel to District field sites where exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and mechanical and/or electrical hazards are possible. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

EFFECTIVE: February 2012
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