CITY OF FOLSOM

INFORMATION SYSTEMS TECHNICIAN I/II

DEFINITION

Under general supervision or under direction, research, configure, install, operate, and repair hardware, software, and peripheral equipment for workstations, networks, telecommunications, and other related equipment. Information System Technician IIs may oversee, monitor, and/or direct the work of lower level personnel.

DISTINGUISHING CHARACTERISTICS

The Information Systems Technician I is the entry-level class of the technical/paraprofessional Information Technician series. Initially under close supervision, incumbents perform the more routine duties while learning City policies and procedures and becoming familiar with the variety of departmental systems and practices. As experience is gained, duties become more diversified and are performed under more general supervision. This class is flexibly staffed with Information Technician II and incumbents may advance to the higher level after one (1) year at the I level and demonstrating proficiency that meets the qualifications.

The Information Technician II is the experienced/journey level class in the series, fully competent to independently perform the duties. This class is distinguished from the lower classification of Information Technician I by the relative independence with which incumbents perform their duties by applying specific references, procedures, sequences, and alternatives to different work situations, and referring only non-procedural questions to the supervisor. This class is distinguished from the Information Systems Specialist in that the latter has primary responsibility for maintaining a function.

EXAMPLES OF ESSENTIAL DUTIES

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

- Provide specialized technical assistant to system users for desktop computer systems equipment including hardware, software, and peripheral equipments.
- Set up, configure, and maintain desktop systems and printers.
- Diagnose and correct problems with computers and communication hardware and software.
- Install and maintain computer system hardware and software.
- Coordinate computer system installation, configuration, and repair with vendors.
- Diagnose and correct problems with telecommunications equipment including analog and digital telephone sets, cabling, and telephone features.
- Troubleshoot computer system connectivity issues with networks.
- Install, wire, and move new and existing telephone lines.

- Coordinate telecommunications equipment installation, configuration, and repair with vendors.
- Conduct training classes on the use of computer and telecommunications systems.
- Document computer system operations and configurations.
- Maintain and protect confidential and sensitive information accessed.
- Perform related duties as assigned.

EMPLOYMENT STANDARDS

NOTE: The level and scope of the knowledge and abilities listed below are related to job duties defined under "Distinguishing Characteristics."

Knowledge of:

- Basic principles of computer, telecommunication, and peripheral equipment.
- Computer and basic network operating systems.
- Computer application software.
- Computer system administration.
- Hardware and software diagnostic procedures.
- Principles and practices of computer recordkeeping.

Ability to:

- Operate a variety of computer and office equipment including telephones, computers, printers, modems, and related software.
- Install, operate, and maintain computer system and network hardware and software.
- Identify problems, reason logically, and develop conclusions and effective solutions.
- Follow technical oral and written instructions.
- Effectively communicate verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Minimum Qualifications:

Education:

Two (2) year of full-time college or vocational course work in computer science or a related field, including some network-related coursework.

Experience:

One (1) year of full-time experience performing desktop computer system and network installation, operation, and maintenance functions.

Substitution:

Additional qualifying education can substitute for the required experience on a year-for-year basis.

License, Certificate, Registration Requirement:
Possession of, or ability to obtain and retain, a California Class C driver license by the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

At the option of the City, persons hired into this class may be required to either possess at entry or obtain within specified time limits, designated licenses, certificates or specialized education and training relevant to the area of assignment. Additional requirements may include, but are not limited to the following:

- Cisco Certification
- Microsoft Certification

Physical Requirements:
Work is typically performed in a typical office environment; occasional work in cold computer mainframe rooms; occasional work outside in various types of weather; occasional work in confined spaces. Work may take place at off-site locations throughout the City. Work is also performed in an office environment or in computer rooms. (1) Mobility: continuous use of keyboard; frequent sitting, standing; occasional walking, bending, squatting. (2) Lifting: frequently up to 10 pounds; occasionally up to 75 pounds. (3) Vision: constant use of overall vision; continuous computer use; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. (7) Environmental: frequent exposure to noise.

Information Block

Class Code:
FLSA Status:
Established:
Revised:
Retitled:
Workers Compensation Code:
Bargaining Unit: