

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION**

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**CLASS TITLE:** INFORMATION SYSTEMS TECHNICIAN I  
INFORMATION SYSTEMS TECHNICIAN II  
**DEPARTMENT:** GENERAL SERVICES  
**REPORTS TO:** INFORMATION SERVICES NETWORK MANAGER  
**CIVIL SERVICE:** YES

**CLASS CODE:** 0107  
**CLASS CODE:** 0108  
**FLSA STATUS:** N  
**DATE:** 5/07  
**BARGAINING UNIT:** SEIU

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**JOB SUMMARY:**

Under general supervision, performs information technology work pertaining to the technical maintenance and support of County mainframe, network, desktop, telecommunications, and/or other technology systems; installs, configures and maintains equipment and/or applications; performs component level tests and repairs; provides help desk and customer service support by troubleshooting, investigating and resolving technical system problems; and provides technical user training pertaining to assigned systems and equipment.

**DISTINGUISHING CHARACTERISTICS:**

**Information Systems Technician I:**

This is the first working/entry level class in the Information Systems Technician series. Positions in this class are allocated to the Information Services Division within the General Services Department. Incumbents preponderantly perform work of a technical nature, utilizing skills that require a basic and routine understanding of technical information systems procedures and processes. Consistent with an entry-level technical class, duties are performed under immediate supervision, and a supervisor frequently checks job activities. Assignments typically include the more routine technical duties pertaining to an assigned functional area, including basic user support and system maintenance for the less complex applications, systems and/or equipment.

**Information Systems Technician II**

This is the full working/journey level class in the Information Systems Technician series. Positions in this class are allocated to the Information Services Division within the General Services Department. Incumbents preponderantly perform work of a technical nature, utilizing skills that require a thorough understanding of technical information systems procedures and processes. Consistent with a journey level technical class, duties are performed under general supervision, and incumbents work alone on routine or regular work assignments, checking with a supervisor only on non-routine assignments or when in doubt as to the correct procedures to follow. Assignments include the full range of journey level technical duties pertaining to an assigned functional area, including user and system support for a wide range of applications, systems and/or equipment.

At this level (Information Systems Technician II), this classification is comparable in responsibility, complexity and scope of duties to Merit Systems' Information System Technician.

**SUPERVISION EXERCISED:**

Incumbents in these classes do not directly lead or supervise other employees.

**EXAMPLES OF DUTIES:** *Duties may include but are not limited to the following:*

- Provides technical assistance to customers/system users for County mainframe, network, desktop, telecommunications, and/or other technology systems including hardware, software and peripheral equipment.
- Responds to requests for assistance pertaining to applications, systems and equipment; troubleshoots, investigates and determines the severity of the problem and resolves or refers to higher-level information systems staff; answers routine user questions.
- Installs, tests and configures hardware and software; researches and resolves integration issues; recommends solutions to meet specific needs; researches, recommends and implements upgrades as appropriate.
- Installs, configures and connects hardware, software and equipment to existing networks; researches, tests and implements client-side networking schemes to meet productivity demands; documents installations and configurations.
- Monitors and maintains technical systems security processes; maintains various network protocols pertaining to specific areas of assignment.
- Reformats and reinstalls operating systems and other applications; rebuilds standard County software as needed;

programs new network devices.

- Performs component level repairs on hardware and peripherals.
- Adds new users to the County's telecommunications, Internet and Intranet systems; assigns new addresses, new network numbers and naming spaces.
- Helps maintain County software licensing/installation information.
- Helps install network wiring and infrastructure components as assigned.
- Recommends and develops purchasing specifications for hardware and software products; may recommend hardware/software enhancements.
- May participate on or lead the technical aspects of deployment projects; monitors the installation and/or servicing of equipment provided by contractors; coordinates the work of vendors with user departments.
- Provides technical training to users regarding areas of assignment; develops training materials and presentations.
- Attends meetings, trainings and seminars; serves on committees and task forces.
- Continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

#### **MATERIAL AND EQUIPMENT USED:**

- General office equipment
- Personal computer
- PC and mainframe servers
- Network equipment
- Telephones and other telecommunications equipment

#### **MINIMUM QUALIFICATIONS REQUIRED:**

##### **Information Systems Technician I:**

###### **Education and Experience:**

Completion of 60 semester (or equivalent quarter) units from an accredited college or university, with major coursework in computer science, information systems or a related field. No previous experience is required, but an equivalent combination of education, training and/or experience may also be qualifying.

##### **Information Systems Technician II:**

###### **Education and Experience:**

Completion of 60 semester (or equivalent quarter) units from an accredited college or university, with major coursework in computer science, information systems or a related field, AND two years of progressively responsible information systems technical support experience that emphasized system troubleshooting and customer service. An equivalent combination of education, training and/or experience may also be qualifying.

##### **Both Classes:**

###### **Licenses and Certifications:**

A valid California driver's license is required.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

##### **Knowledge of:**

- Basic methods and techniques of providing information technology support, maintenance and administration including areas such as software/hardware installation, troubleshooting and testing.
- Basic principles of electricity, electronics, telephony systems, data communications and computer programming.
- Principles and practices of information technology customer service.
- Routine technical programming and scripting techniques.
- Basic data organization and access methods in computerized systems.

- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology and telecommunications management.
- Standard business arithmetic, including percentages and decimals.

**Skill in:**

- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

**Mental and Physical Abilities:**

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 40 pounds.

**Working Conditions:**

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- Some work may be performed in an outdoor or other environment where exposure to weather and/or dust can occur.
- Some work may be performed in tight spaces.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on call work.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.