GENERAL PURPOSE

Under general supervision, provides technology support services to end users.

DISTINGUISHING CHARACTERISTICS

Computer Technician I is the entry level class in the Computer Technician series. Initially under close supervision, incumbents perform more routine duties while learning District policies and procedures and becoming familiar with the variety of departmental systems, tools, and practices. As experience is gained, duties become more diversified and are performed under more general supervision. This class is alternately staffed with Computer Technician II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level.

Computer Technician II is the experienced/journey level class in the series, fully competent to independently perform duties. This class is distinguished from the lower classification of Computer Technician I by the relative independence with which duties are performed.

Computer Technician II is further distinguished from Client Support Supervisor in that the latter serves as a first line supervisor in the series.

ESSENTIAL DUTIES AND RESPONSIBILITIES

*The duties listed below 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 this class.*

Responds to inquiries and requests and provides technical assistance to end users on computers, tablets, phones, and peripheral equipment; troubleshoots hardware, software, network interface and other problems ranging from the simple to the complex; resolves or coordinates action by District staff and/or vendors to resolve identified problems.
Installs, sets up or relocates, configures and tags hardware for inventory and tracking purposes; maintains records of assigned hardware and software; maintains maintenance records for work performed on all equipment.

Diagnoses equipment malfunctions; performs minor maintenance and repair; coordinates repair of equipment with users and outside service repair technicians; replaces components and parts and changes out equipment when necessary.

Installs and upgrades software and firmware; configures and diagnoses group policy settings; configures operating systems to maximize usability while maintaining security.

Monitors the computing environment and takes action to address and remove any threats to the District’s overall system integrity; maintains network communications in various District offices and facilities; diagnoses and repairs network cable and configuration problems.

Manages the District’s mobile devices, ensuring the highest level of service and support for EMWD’s mobile workforce.

Establishes priorities for support requests; provides assignments and on-the-job training and advice to assigned staff members.

Some positions in this class will provide training and assistance to employees on a wide range of business software applications; telephone support to include provisioning, desk set deployment, configuration, and user training.

Maintains software packages and images to ensure smooth, up-to-date computer image deployments; images or re-images computers as necessary.

Recommends, develops and presents training sessions; researches and recommends training; creates lesson plans around business practices and needs.

Manages computer salvage process; completes purchase requisitions for hardware, software, supplies and other technology products and services.

Performs related duties as assigned.

**DESIRED MINIMUM QUALIFICATIONS**

**Knowledge of:**

Computer hardware components and devices, operating systems, configuration
management; methods and techniques for troubleshooting and determining the causes of computer and computer problems and device errors and failures; network operating system characteristics and configuration requirements; basic methods and practices in installing networked devices; familiarity with line of business applications and a deep understanding of computer architecture needed to support unfamiliar applications.

**Ability to:**

Operate PC, server and peripheral equipment; obtain accurate and complete information from users, in person and by telephone, to identify their needs and problems and develop responses and solutions; troubleshoot and diagnose computer hardware, software and network problems and make minor modifications and repairs; configure computer equipment and installations for optimum performance; follow and apply written and oral work instructions; communicate effectively, orally and in writing; conduct effective user training; prepare and maintain records and reports; make sound independent judgments within established guidelines; establish and maintain effective working relationships with those contacted in the course of work.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent;, and two years of increasingly responsible experience in computer and network operations, support or maintenance; or an equivalent combination of training and experience.

A Computer Technician I may be considered for advancement to Computer Technician II after demonstrating proficiency in performing the full range of support functions assigned to this class.

Typically, a Computer Technician I is expected to be capable of meeting the proficiency criteria within a 6-24 month period, depending on an individual's prior experience and progression in performing the full range of duties as described in the performance criteria.

**Certificates; Licenses; Special Requirements:**

A valid California Class C driver’s license and the ability to maintain insurability under the District's Vehicle Insurance Policy.
PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, employees are regularly required to sit; stand and walk; talk and hear, in person and by telephone; use hands to finger, handle, feel or operate standard computer and office equipment; and reach with hands or arms. Employees are required to lift up to 25 pounds and frequently up to 50 pounds.

Specific vision abilities required by this job include close vision, the ability to distinguish colors and shades and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; make arithmetic calculations; learn and apply new skills or information; perform highly detailed work on multiple, concurrent tasks; work under changing and intensive deadlines with frequent interruptions; and interact with District officials, employees and other encountered in the course of work.

WORK ENVIRONMENT

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

Employees typically perform their work in end user’s offices and locations where the noise level is normally quiet. Some repair assignments are performed in close spaces and expose employees to airborne dust and particles and the risk of electrical shock.

FLSA DETERMINATION: Non-exempt.
FLEX REQUIREMENTS
Computer Technician I (Flex)
Computer Technician II

REQUIREMENTS

A Computer Technician I may advance or “flex” to the Computer Technician II class after 6-24 months of experience in the Computer Technician I class and successfully passing the Microsoft Enterprise Desktop Support Technician certification.

PERFORMANCE RATING

In addition to the requirements listed above, incumbents must receive an overall performance rating of "Meets Expectations" or better on their most recent annual performance appraisal to flex to the higher class.

COMMENTS

The Computer Technician I must also demonstrate proficiency using EMWD’s desktop management tools; working with peers to troubleshoot problems; developing and helping implement operational improvements; documenting work performed; providing customer service that exceeds expectations. An Associate degree in computer science and/or Microsoft Enterprise Desktop Administrator certification is desired, but not required.

Microsoft Enterprise Desktop Support Technician certification is required for all employees flexing to the Computer Technician II classification after April 10, 2017.