COMPUTER TECHNICIAN

DEFINITION
Under general supervision, provides a variety of technical support and training on use of computers, hardware, software, network, mobile, audiovisual, and related technologies and equipment; installs, configures, and maintains software, hardware, network, and communication systems; performs related work as required for the Santa Clara County Housing Authority (Agency).

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from the Information Technology Infrastructure Supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS
This is a journey-level, paraprofessional class responsible for providing systems support, end-point configuration and management, and incident management and maintaining and troubleshooting various systems hardware, software, and peripherals. 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 classification is distinguished from the Business Systems Analyst in that the latter is a professional level class responsible for performing application, database, and business system design, control, and administration. This classification is further distinguished from the Systems Administrator in that the latter is a professional level class responsible for designing, configuring, and managing the Agency's network and server infrastructure.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)
Management reserves the rights 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.

- 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.
- 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 and maintains network workstations and software; configures, installs, and tests network interface adapters and connects new clients to existing networks; isolates and repairs basic network communications problems at the personal computer, network hub, and host locations.
- Maintains and supports active directory services by adding, removing, and/or editing users; creates access rights to users and user groups; creates groups and mailing lists.
- Participates in server setup and maintenance including installing equipment, applications, and updates and testing new systems to ensure server optimization.
- Creates and installs baseline software sets, adhering to department and Housing Authority (Agency) standards, for various computer makes and models.
- Coordinates installation and moves with user departments; configures workstations; connects new or moved workstations to existing network.
- Maintains and provides technical support for audiovisual and video conferencing systems and equipment.
- Instructs users in software applications usage, basic computer navigation, and security practices.
- Maintains information on scheduled systems maintenance, including upgrades and outages; informs customers as needed.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and advises on best practices.
- Monitors and tracks software license and renewals.
- Recovers computer assets; evaluates and repurposes viable hardware or decommissions obsolete hardware; maintains inventory system.

- Performs incident management of service tickets, including ensuring tickets are assigned to appropriate staff, following-up with staff and customers on status of ticket, ensuring tickets are completed, and updating status in system upon completion.
- Performs technical help desk support including handling customer inquiries and complaints and resolving requests by remote session, telephone, or email.
- Perform other duties as assigned.

QUALIFICATIONS

Education and Experience:
An associate degree with coursework in management information systems, computer science, or related field and three (3) years of experience providing technical support in the installation, maintenance, and repair of information systems and infrastructure.

Licenses and Certifications:
None.

Knowledge of:
- 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.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- The organization, operation, and functions of the department and the Agency as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Customer service and telephone techniques.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles of record-keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:
- Perform a variety of technical support functions 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.
- Understand, interpret, and explain hardware and software application solutions to users; research technical materials to provide solutions to problems.
- Participate in design sessions or process improvement sessions and provide sound recommendations and technical input.
- Develop and maintain technical operating instructions and documentation; train staff on software applications and hardware usage.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- 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.

PHYSICAL DEMANDS
Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally 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 up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS
Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.