

### Position Description

<b>Position Title:</b>	Computer Systems Technician	<b>Department:</b>	Administration
<b>Reports to:</b>	IT Infrastructure Supervisor	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt	<b>Date Created:</b>	June 27, 2017
<b>Representation Status:</b>	Represented	<b>Date Revised:</b>	January 2023

#### Summary

The primary purpose of this position is to provide technical systems support and training, end-point configuration and management, and incident management while 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.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority's ("SCCHA") mission, strategic goals, and objectives.

#### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- 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.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and advises on best practices; and instructs users in software applications usage, basic computer navigation, and security practices.

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- Maintains information on scheduled systems maintenance, including upgrades and outages; informs customers as needed; and 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.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

## QUALIFICATIONS

### Education and/or Experience

*Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:*

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.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

### Core Competencies

*This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:*

**Advancing Inclusivity and Leveraging Diversity:** Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

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**Customer/Client Service:** Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

**Effective Communication:** Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Integrity:** Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

**Job Knowledge and Skill:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively including 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, and federal, state, and local laws, regulatory codes, ordinances, and policies, procedures, goals, objectives, and operational entities relevant to assigned area of responsibility. Knows and is skilled in applying techniques, principles and methods for record keeping and telephone etiquette to deal tactfully with customers and staff in providing information, answering questions, and providing customer service. Knows and can effectively write, maintain and train on user and technical operating instructions using proper English, spelling, vocabulary, grammar, and punctuation. Knows the organization, operation, and functions of the department and the Agency as necessary to assume assigned responsibilities and to determine appropriate point of escalation, and uses appropriate judgment and decision making to effectively prioritize a high volume of phone calls and other requests for service. Has the ability to understand, interpret, and explain hardware and software application solutions to train users; and effectively researches technical materials to report on various topics and provide solutions to problems as they apply to the assigned position.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

**Technical Skills:** Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

## Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, 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. Must



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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 Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually 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 25 pounds.

**Read and Acknowledged**

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**Employee Signature**

\_\_\_\_\_  
**Date**

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**Employee Name [printed]**