CONEJO RECREATION & PARK DISTRICT
Job Title: Information Technology Technician
Division: Management Services

Summary:

Under general supervision, performs technical support of the District's information technology systems; troubleshoots and resolves user support requests; provides user training and advanced application support; installs, tests, monitors, upgrades, troubleshoots and repairs computer systems, networks and peripherals; assists with the operation and maintenance of computer labs, wireless infrastructure, phone systems, and audio-visual equipment.

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.

- Serves as the first point of contact for users requiring technical support involving computer hardware, software, telephones, network connectivity, email, Wi-Fi connections, web resources, printers and other peripherals; determines severity of problems, troubleshoots and takes corrective actions, including guiding users to take standard actions and utilizing remote access tools to correct problems.
- Provides end-user training in the proper use of hardware, software and computer-related equipment.
- Installs and configures desktop computers, VOIP devices, printers, scanners and other peripheral equipment and runs tests to ensure proper equipment function; configures and administers network server application software; installs, connects and maintains cables, Wi-Fi, network cards and other networking components.
- Provides printer server maintenance and troubleshooting by creating printer queues, uploading printer drivers and assigning users to printers.
- Provides technical support for computer labs; installs and maintains computers, mobile devices, peripherals and software applications.
- Installs, maintains and provides user support for audio-visual equipment and software including digital displays, videoconferencing, and communication and collaboration technologies; troubleshoots connectivity and quality-related issues.
- Sets up audiovisual equipment and provides technical support for District Board meetings, presentations and special events, including live broadcasting and post-production.
- Maintains user guides, records, logs and files related to software and computer and peripheral equipment distribution, inventory and usage; assists in procuring new equipment and equipment upgrades; assists in maintaining software licenses.
- Troubleshoots malware, ransomware, phishing and other viruses following established procedures.

Other Duties and Responsibilities:

- May assist in implementing, monitoring and maintaining appropriate network and data security systems and procedures used to protect the integrity and confidentiality of District systems.
- May be required to drive District or personal vehicle.
- Non-exempt employees may be required to work overtime.
- Participates during disasters or when emergency response is needed
- Performs related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Any combination of experience and training that would likely provide the required knowledge, skill, and/or ability listed below is qualifying.

Education/Experience:

A typical way to obtain the knowledge and abilities would be: an associate degree in computer science, information technology, computer engineering or a closely related field, and at least one year of computer help desk experience providing end-user support services and resolving computer hardware, software, network and applications problems; or an equivalent combination of training and experience.

Language Ability:

Ability to obtain accurate and complete technical information from end users, in person and by telephone, to identify their needs and problems and develop responses and solutions. Ability to read, analyze, interpret and apply concepts found in printed and online technical publications, manuals and other documents. Ability to write reports, business correspondence and training manuals.

Math Ability:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and statistical information.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Certificates and Licenses:

- Valid California driver's license with a good driving record and current automobile insurance.
- Microsoft 365 Certification: Fundamentals or Microsoft Azure Fundamentals certification is desirable.
- Department of Justice fingerprint clearance.

- All full-time candidates require satisfactory completion of a pre-employment functional capacity examination.

Other Required Knowledges and Skills:

Knowledge of operational characteristics of a variety of computer applications, network software, computer systems and operating environments used throughout the District.

Knowledge of methods and techniques used for troubleshooting hardware and software problems, errors and failures, including performing connectivity testing and network analysis and troubleshooting.

Ability to install and configure computing equipment, peripheral equipment, wireless devices, and other technology tools.

Operate and interpret diagnostic test equipment.

Train computer users in the use of a wide variety of computer software, equipment and basic network operational procedures.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

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 qualified individuals with disabilities to perform the essential functions.

Employees work under typical office conditions. The work environment is subject to low to moderate noise levels and frequent contact with internal and external customers.

Physical Demands:

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

While performing the duties of this job, the employee is regularly required to sit or stand for extended periods and to talk or hear, in person and by telephone; use hands to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms. Employees are frequently required to walk, stoop, kneel, bend, crouch, ascend and descend ladders and stairs; must frequently lift and/or move up to 25 pounds and occasionally up to 50 pounds. Duties require close vision and the ability to adjust focus.

Title: Information Technology Technician
Revised 4/4/24