

SENIOR COMPUTER TECHNICIAN

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under direction, performs the most complex hardware, software and end-user support for personal computer systems; and participates in the administration of the data network by supporting network servers.

DISTINGUISHING CHARACTERISTICS

This is the journey level class in the Computer Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform the most complex installation, troubleshooting and computer and peripheral hardware and software repair throughout the City, including computers installed in vehicles.
2. Confers with information systems staff and vendors regarding identification and resolution of computer problems.
3. Research software or hardware issues and recommend appropriate solutions.
4. Assist in the administration of enterprise-wide antivirus solutions; install and maintain antivirus software and other security software.
5. Assist in the administration and maintenance of user accounts, profiles and permissions.
6. Support the email server.
7. Prepare and maintain audio/visual equipment for City Council meetings, including cameras, microphones, recording equipment, and a presentation computer.
8. May train individual end-users in the use of computer products.
9. Participate in the purchasing of new equipment.
10. Assists with the administration of the data network and telephone system.
11. Perform data backup, retention, and restoration.
12. Mentor/coach junior staff
13. Rotates mandatory 24/7 on-call duty with other staff.

14. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Windows software, VMWare, desktop environments ,and operating systems.
- Advanced principles, concepts and terminology of computer software and hardware support.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Mathematical principles.
- Audio/visual equipment used in recording.
- Principles and procedures of record keeping and filing.

Ability to:

- Independently resolve the most difficult computer hardware and software problems.
- Install and maintain personal computer systems.
- Recommend appropriate computer hardware and software.
- Use initiative and sound independent judgment within established procedural guidelines.
- Prepare clear, concise and accurate documentation, instructions, correspondence and other written materials.
- Maintain accurate records and files.
- Work independently in the absence of supervision.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan and organize work to meet changing priorities and deadlines.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in computer science or a related field.

Experience:

Four years of increasingly responsible computer support with two years of experience comparable to that of a Computer Technician with the City of Antioch.

License or Certificate:

Possession of an appropriate, valid driver's license.

Possession of certifications in applicable operating systems and/or networking is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in a standard office setting, and outside, with travel from site to site.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting and in vehicles; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to reach under car dashboards and into car trunks; to lift, pull and reach into small spaces; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information; will be required to work evenings and/or weekends as needed, and on a rotating on-call basis.

FLSA: Non-Exempt

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This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.