

CITY OF FONTANA SOFTWARE SUPPORT TECHNICIAN

DEFINITION: To provide desktop, personal and workgroup computer support services, including advanced troubleshooting, installation, maintenance and administrative support for all computer hardware, software, telecommunications, network systems" multi-media environments and peripheral devices.

EXAMPLES OF DUTIES: The Software Support Technician is the advanced level computer technician position. It is responsible for a wide range of work assignments for the support of various components of computer, multi-media and telecommunication systems. This position must work independently under general supervision.

ESSENTIAL FUNCTIONS: The employee must have the ability to:

- Perform all the duties of the Technology Services Technician with only occasional assistance in new or unusual circumstances.
- Maintain and troubleshoot the City's PC's, and resolve hardware and software problems
- Administer the City-wide telecommunications systems, including pagers and cellular phones. Specific duties include; monitor billing, performing routine maintenance, monitoring quality of service, planning moves and changes the system, and monitoring overall expenditures.
- Provide advanced instruction to users for the operation of all types of computer equipment, the City-wide network, other computer system procedures, the correct operation of computer software, and telecommunication equipment.
- Work with City Network Administrator to perform routine network functions such as monitoring users and devices, modifying profiles, and performing file maintenance.
- Work with City Network Administrator to maintain routers, bridges, hubs, multiplexers, switches, and other network devices.
- Maintain the anti-virus environment for all PC's and computer servers.
- Work with the Network Administrator to manage the VPN environment.
- Assist in the processing and tracking of vendor support agreements, billing, maintaining appropriate inventories, and ordering equipment as directed.
- As directed, order and oversee the installation of data lines. Also, respond to data line problems utilizing vendor support as required.
- Work positively and constructively with users in a highly technical and demanding environment.
- Communicate clearly and concisely, both verbally and in writing.
- Assist in evaluating new computer products and their application in the City's computer environment and in lowering cost or improving services.
- Maintain a cooperative working relationship with the public, users, vendors, and supervisors.
- Keep current on trends and innovations in Technology.
- Perform other tasks as deemed necessary to the daily operation of the City.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires frequent standing and walking; sitting for extended periods; normal manual dexterity and hand/eye coordination; corrected vision

to normal range; written and oral communication; use of standard office equipment to include computers, telephone, copier, calculator and facsimile; frequent contact with other staff and the general public; ability to push, pull, lift or drag up to 25 pounds.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The employee must have knowledge and background in the following:

- IBM compatible PC equipment and peripheral.
- Experience in working harmoniously with users, vendors, and the public.
- Telecommunications systems and service.
- Novell networking environments.
- Background in business operations including accounting processes
- Knowledge of application software such as Microsoft Office, AutoCad, Microsoft Project, Visio.
- Knowledge and experience in Microsoft Access is desirable

Experience and Education: Four years of working experience maintaining IBM compatible PC's and related software in a commercial or municipal government environment and significant training and/or certification in Novell Networks, DOS, Windows, and application software **or** graduation with a Bachelors Degree in Computer Information Systems or a closely related field with a minimum of 2 years of applicable experience.

Licenses/Certifications: Possession of, and continuously throughout employment, a valid California Class "C" Driver's License.