

CITY OF FONTANA IT (Wireless) TECHNICIAN

DEFINITION: The technician is the second level classification in the Technician series and is responsible for providing 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. There is a special emphasis on supporting wireless technologies including mobile data computers, wireless notebooks, and PDAs.

EXAMPLES OF DUTIES: Under general supervision, incumbents assigned to this classification are expected to perform the full range of work assigned to this class and are required to work with increasing independence.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Maintain and troubleshoot the City's mobile workstations, and resolve hardware and software problems.
- Install or relocate workstation hardware and software, including connecting hardware to the network, installing software, transferring data and testing.
- Maintain and use desktop imaging utilities to configure and deploy workstations.
- Perform routine upgrades on City computer workstations, software and associated peripherals.
- Provide routine instruction to users for the operation of all types of computer equipment, the City-wide network, computer system procedures, and the correct operation of computer software and telecommunications equipment.
- When necessary, assist in maintaining the anti-virus environment for all workstations throughout the City.
- Provide users with support services for incidents reported to the Service Desk.
- Be able to maintain and troubleshoot mobile data computers that use wireless broadband connectivity.
- When necessary, assist Telecommunications Specialist in administering the City-wide telecommunications systems, including PDA's and cellular phones.
- Help maintain accurate inventories and assist in ordering equipment as directed.
- Work positively and constructively with users in a highly technical and demanding environment.
- Communicate clearly and concisely, both verbally and in writing.
- Keep current on trends and innovations in Technology.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

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

WORKING CONDITIONS: In the performance of daily activities, this position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, and bending;

the ability to push, pull, drag and/or lift up to 25 pounds; normal manual dexterity and hand/eye coordination; repetitive hand movement using a computer keyboard and mouse; corrected vision to normal range; acute hearing; written and oral communication; use of standard office equipment such as computers, telephones, copiers, calculators and facsimiles; frequent contact with other staff.

EXPERIENCE AND TRAINING GUIDELINES

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

- Windows-based workstations and related peripherals.
- Microsoft networking environments.
- Knowledge of application software such as Microsoft Office, Microsoft Project, Acrobat, and Visio.
- Extensive knowledge of PC hardware, including support and troubleshooting.
- Wireless devices including PDA and Cell Phones.
- Experience in working harmoniously and confidently with users.

EXPERIENCE/EDUCATION: Two years of working experience maintaining Windows-based workstations and related software in a commercial or municipal government environment and significant training and/or certification in Windows, Microsoft networks, and application software or graduation with a Bachelors Degree in Computer Information Systems or a closely related field.

LICENSES AND/OR CERTIFICATIONS: Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License.

SUPPLEMENTAL INFORMATION: Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and a background investigation.