

**CITY OF FONTANA
INFORMATION TECHNOLOGY (IT) SENIOR TECHNICIAN**

DEFINITION: The Senior IT Technician is the advanced level classification in the IT Technician series. Under general supervision provides a high level of technical support services in the installation and maintenance of the City's computer hardware, software and telecommunications systems. Incumbents assigned to this classification are required to provide a high level of customer service. The Senior level will provide team leader support to lower level technical staff.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Perform all the essential functions of an IT Technician I and II.
- Resolve the majority of inquiries and issues from customers.
- Respond to incoming requests in a timely manner, track all customer contacts, research questions and issues and resolve each interaction with customer satisfaction.
- Document each customer contact with details and enough information as not to cause extra efforts by other support personnel.
- Escalate incidents to other groups within the department, when appropriate, and in a timely manner.
- Expand the knowledge of the existing knowledgebase by providing solutions to frequently occurring problems.
- Perform responsibilities according to the IT Department's defined processes and procedures and Service Level Agreements (SLAs).
- Assist lower level technical staff as needed.
- Research and resolve highly complex customer inquiries in a timely manner.
- Provide advanced audio visual support for AV equipment throughout the city.
- When necessary, assist the infrastructure group with various tasks such as maintaining anti-virus software, maintaining Active Directory, and dealing with security incidents.
- Provide city-wide telecommunications support, including pagers and cell phones.
- Coordinate with telecommunications vendors to resolve issues.
- Participate on IT project teams as needed.
- Communicate clearly and concisely, both verbally and in writing.
- Communicate Service Desk technology and operational inefficiencies and assist in process improvements.
- Act as mentor and assist supervisor in developing technical training programs for lower level technical staff.

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, printers, and copiers; 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 operating systems and networking environments.
- Working knowledge of application software such as Microsoft Office, Microsoft Project, Acrobat, and Visio.
- Wireless devices including PDA, aircards, and cell phones.
- Nortel/Avaya phone systems.
- A basic understanding of IT Infrastructure Library (ITIL) processes.
- Experience in working harmoniously with users in a team environment.
- Excellent problem-solving skills.

EXPERIENCE AND EDUCATION: A minimum of three 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 and Microsoft networks **and** education equivalent to an Associates Degree in Computer Information Systems or a related field. A Bachelor's Degree is preferred.

DESIRED CERTIFICATIONS:

- HDI Customer Service Representative
- HDI Support Center Analyst
- Microsoft Certified Desktop Support Technician
- Any Avaya/Nortel CS 1000, CallPilot or SRG

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