



## EMPLOYMENT OPPORTUNITY

### Computer Support Technician Information Technology Department

Salary: \$4,544 monthly / G11 / Step 1

Filing Deadline: Friday, September 29, 2023 at 5:00 PM

*The City of El Centro is seeking to fill a full-time permanent position of Computer Support Technician in the El Centro IT Department. Applicants should possess the required qualifications as outlined below. Interested applicants should submit a completed job application to the Human Resources Department located at 1275 W. Main St., El Centro by the closing date listed above.*

**Summary:** Under general supervision provides end-user computer software application and hardware and networking support including maintenance, problem resolution, and installation; may provide parts, inventory support and technical assistance as needed. Performs related work as required.

**Distinguishing Characteristics:** This position receives daily work tasks and guidance from the Information Technology Administrator. Incumbent provides support duties for computer end-users.

**Essential Job Functions:** *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Resolves user requests for repair and maintenance of computer and networking equipment as assigned. Documents completion of assignments.
- Resolves user requests for repair and maintenance of computer and networking software as assigned. Documents completion of assignments.
- Resolves user requests for end-user workstation and networking software support and help as assigned. Documents completion of assignments.
- Provides maintenance and technical support for the City's information systems including installations, configurations, maintenance, operations, and troubleshooting.
- Conducts needs assessments among staff to determine current levels of operation and assists with system upgrades.
- Provides training and technical assistance to staff on network usage, and assists in identifying ways in which one's work can be performed more efficiently and effectively.
- Assists in maintaining the confidentiality and licensing needs of the City with regard to privacy issues, electronic mail, user access, information retrieval, and software applications.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Federal, state, and local laws regarding information systems.
- Databases, data communication, and word processing and spreadsheet applications.

### **Skill to:**

- Teach network users on the utilization of the system and assist with a variety of training and application needs.
- Demonstrate knowledge of a Microsoft Windows environment with additional knowledge of Microsoft Office
- Schedule network maintenance operations.
- Train staff with a wide-range of interests and training needs.

### **Ability to:**

- Work independently.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Understand basic computer platforms and configurations including peripherals and accessories.
- Troubleshoot and remedy malfunctions within the system.
- Provide technical assistance related to a wide-variety of software and hardware problems.

**TRAINING AND EXPERIENCE:** Two (2) years computer maintenance experience or A+ certification.

## **EDUCATIONAL REQUIREMENTS**

### Required:

- High School Diploma or the equivalent to High School graduation

## **LICENSING / CERTIFICATION REQUIREMENTS**

- California Class C driver's license and an acceptable driving record must be maintained.

## **Environmental Factors and Conditions/Physical Requirements:**

- Work is performed primarily indoors in an office environment.
- Required to sit, stand or walk for extended periods.
- Required to use hands to finger, handle, grip, grasp or feel objects.
- Required to hear and speak to exchange information in person or on the telephone.
- Required to communicate verbally and in writing.

- May be required to travel to and from meetings, on-site visits to various locations and interact with a variety of people.
- May be required to perform public speaking.
- May be required to bend, stoop, kneel, crawl and crouch.
- May occasionally lift and/or move up to 25 pounds.

**Equipment and Tools Utilized:**

- Personal computer, copier, fax and other standard office equipment
- Radios, cell phones and other communication devices.

*If you have a disability that requires assistance at any point in the recruitment process (for example, filling out applications, testing, interviewing), please notify the Human Resources Department. The City of El Centro performs job-related medical/physical evaluations and pre-employment/promotional drug screening. EEO/ADA.*