TITLE: **SYSTEMS TECHNICIAN I - IV**

DEFINITION: Under supervision, operates, installs, maintains supports and monitors computer and/or communications hardware and software or other electronic equipment.

DISTINGUISHING CHARACTERISTICS:

Grade Level I   -   Under direct supervision, performs routine activities and provides solutions to problems. Trains with senior staff and assists with the operations, monitoring and/or resolution of problems with computer equipment, peripherals, and applications.

Grade Level II   -   Under immediate supervision, performs most aspects of computer operations or support and resolves complex problems. May operate, maintain, install or alter systems, programs, or applications. Provides assistance to end users and direction to subordinate staff.

Grade Level III   -   Under limited supervision, acts in a lead capacity for operations center shifts. Performs complex procedures involving the operations, maintenance, and support of computing equipment and peripheral devices. Directs the activities of subordinates in the performance of computer operations and provides assistance to end-users.

Grade Level IV   -   Under general direction, manages and supervises the day-to-day activities of the data center. Coordinates operation center job schedules, shift assignments, training programs and inventories. Resolves complex problems related to computer hardware and peripherals. Coordinates the work of operations center vendors and contractors. Grade IV requires a four-year college degree with major coursework in computer science or related field and two years related experience. Six years of related experience may be substituted for the education and experience requirement.

EXAMPLES OF DUTIES:

- May operate computers, mainframes, minicomputers, and peripheral equipment (e.g. tape drives, disk drives, high speed printer, memory, monitors, modems, etc.);
- May monitor the efficiency of operations and detect/correct job errors or equipment failures;
- May install, upgrade, configure and test computer hardware and software, peripheral equipment or other electronic equipment;
- May diagnoses basic computer or network problems, determines causes or failures/errors and report information according to procedures;

- May repair or replace defective parts and/or contacts vendors to arrange repairs;
- May develop training documents and/or prepare reports/manuals for end users;
- May monitor the efficiency of center operations staff; provide training to build center staff's technical skills and problem solving expertise;
- May serve in a lead or supervisory capacity;
- Performs other related duties as assigned.

MINIMUM REQUIREMENTS:

- Two-year college degree with major coursework in computer science or related field and one year experience equivalent to a Technical Assistant, OR completion of a certificate program or technical school in computer science or related field and one year experience equivalent to a Technical Assistant, OR one year of experience in the classification of Technical Assistant with the City of Long Beach, OR a four-year college degree with major coursework in computer science or related field;
- Experience may be substituted for education on a year-for-year basis;
- A valid California Driver's License may be required;
- Some positions require an extensive background investigation;
- Willingness and ability to work overtime, rotating shifts, weekends and holidays.

HISTORY:

Established 10/01/1999
Grade Level I consolidated with Computer Operator I and Assistant Electronic Technician I.
Grade Level II consolidated with Data Communications Technician I, Assistant Electronic Technician II, Computer Operator II and Office System Technician I.
Grade Level III consolidated with Computer Operator III.

Approval/Adoption Dates: 07/12/2000