

TITLE: **SYSTEMS TECHNICIAN I - IV**

DEFINITION: Under supervision, operates, installs, troubleshoots, 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, including diagnosis and resolution of problems. May operate, maintain, install or alter systems, programs, or applications. Provides assistance to end users. Requires a minimum of one (1) year full-time, professional experience equivalent to a Systems Technician I.
- Grade Level III - Under limited supervision, performs complex procedures involving the operations, maintenance, and support of computing equipment and peripheral devices. May act in a lead capacity. Requires a minimum of two (2) years full-time, professional experience equivalent to a Systems Technician I-II.
- Grade Level IV - Under general direction, manages and supervises the day-to-day activities of the data center or help desk. Coordinates job schedules, shift assignments, training programs and inventories. Resolves complex problems related to computer hardware and peripherals. Coordinates the work of vendors and contractors. Requires three (3) years full-time, professional experience equivalent to a Systems Technician I-III, including at least one year of lead/supervisory experience.

EXAMPLES OF DUTIES:

- Writes May operate computers, mainframes, servers, and peripheral equipment (e.g. tape drives, disk drives, high speed printer, memory, monitors, modems, etc.);
- May resolve end user support calls or tickets for computers and/or communications hardware and software or other electronic equipment;
- 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 diagnose 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 staff and provide training to build technical skills and problem-solving expertise;
- May serve in a lead or supervisory capacity; and
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

- Successful completion of 12 semester/18 quarter college-level units in computer science, information systems, or a closely related field;

OR

- Completion of a certificate program or technical school in computer science, information systems, or a closely related field or the attainment of a computer science/information systems-related, industry-recognized certification;

OR

- Six (6) months of full-time equivalent experience offering specific and substantial preparation for the duties of the position.

AND

- 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.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to problem solve;
- Ability to work collaboratively with people at all levels within an organization;
- Ability to pay close attention to detail;
- Ability to provide excellent customer service;

HISTORY:

Established: 10/01/1999

Approval/Adoption Date: 07/12/2000

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.

Revised: 11/20/2024