IT TECHNICAN

Department: Finance
Job Class: 635700   **FLSA:** Non-Exempt
Pay Range: Professional 04   **Represented:** No

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in the class and are **not** intended to reflect all duties performed within the job.

<u>GENERAL FUNCTION:</u> This is technical, analytical, and customer-oriented work for Pierce County's Information Technology Division of Finance. This classification is responsible for a wide range of technology functions including data processing, application testing, business analysis, data administration, database development, desktop environment, networking, systems administration, geographic information sciences and/or systems integration, and data auditing.

Special Note: The IT Technician is typically a training position and has a lesser degree of responsibility and limited independence. Incumbents may be eligible for progression to either an IT Systems Engineer 1, IT Analyst (1), IT Software Engineer 1, or GIS Systems Programmer/Engineer 1 position based on performance (ability to meet the knowledge, skills and abilities outlined in the competency checklist) and operational needs at the discretion of the department.

<u>ESSENTIAL FUNCTIONS:</u>
- Receive and process technology related data including, but not limited to, database input and maintenance, GIS data, spreadsheets, logs, and reports.
- Perform data entry and updates related to barcoding, tagging, and onsite audits of physical technology equipment.
- Troubleshoot and solve problems and tasks related to County standard software products and computers proactively.
- Prepare and maintain detailed records of all requests for assistance.
- Receive and process forms, applications, and user administration requests.
- Participate in developing technology solutions and supporting information and technology systems on multiple computing platforms.
- Participate with making determinations and decisions on data correction and accuracy for the project or end-product.
- Conduct quality control procedures on the products created for the clients and develop information documenting the product.
- Construct projects and data consistent with County IT standards and integrate data into the County systems.
- Participate in implementing Pierce County Strategic Information Technology Plan strategies.
- Develop knowledge of the customers' business and build expertise and technical knowledge among internal and external customers.
- Participate in testing and auditing applications in development.
- Provide services, assistance, and training, to Information Technology customers.
- Participates in building strong and positive teamwork environment.
- Deliver excellent customer services, measures and creates customer satisfaction, and enhances customers' relationships with the Information Technology Division.
- Research technology in order to keep current on trends and build a strong knowledge base among colleagues in the Information Technology Division.

- Communicate effectively with all levels of County staff, management, elected officials, and the public.
- Market services, projects, and resources closely.
- Operate ancillary computer equipment.
- Assist in the installation and testing of computer and peripheral equipment.
- Coordinate maintenance for computer, ancillary, and support equipment.
- Evaluate, monitor, and ensure compliance with laws, regulations, policies, and standards.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet the traveling requirements of the position.
- Perform the physical requirements of the position; works within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends and holidays.
- Lift and carry up to 40 lbs.

OTHER JOB FUNCTIONS:
- May assist in the training to other staff and implements emergency procedures when necessary.
- Perform other job functions as assigned.

SUPERVISION RECEIVED AND EXERCISED: This position does not lead or supervise staff. The IT Technician reports to an IT supervisor or manager. Incumbents work with minimal guidance and receive instructions and direction from their management, and/or other technology professionals.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The IT Technician works in an office environment on a daily basis and may participate in some field work. Travel to various worksites and/or meeting locations may be required. Work is generally completed on a regularly scheduled basis, however, attendance at meetings or completion of overtime work outside of normal scheduled hours may be required. Extended periods of concentration and sedentary work are required. Work is subject to frequent interruptions, normal office noise.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties. Lifting requirement up to 40 lbs.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:
- Windows operating systems, common software applications, computer hardware, and ancillary equipment
- Common operating procedures
- Testing methodologies
- Computer networking

- Software Development Lifecycle
- Data processing and computer operations
- Maps and legal descriptions
- Current GIS information technologies and County GIS systems
- Policies, procedures, and standards of the department

Skill in:
- Troubleshooting and investigating software/hardware problems and providing solutions
- Building, configuring and testing enterprise applications
- Developing interactive web pages
- Common IT business analysis practices, documents, and diagrams

Ability to:
- Learn and troubleshoot software applications
- Assist in the installation and testing of computer and peripheral equipment
- Solve complex problems efficiently and effectively
- Research, verify, edit, and update data bases and GIS spatial data
- Define, track, and assure responsiveness to clients' service problems
- Create/maintain training materials
- Work independently and as part of a team
- Understand and follow written and verbal instructions
- Work effectively and productively with others
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner
- Meet the travel requirements of the position, if any
- Physically perform the essential job functions of the classification
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime

MINIMUM REQUIREMENTS TO APPLY: An Associate of Arts or Associate of Science degree in computer sciences, engineering, or related field and two or more years of related technology experience OR any equivalent combination of experience and education is required.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: A valid Washington State driver's license may be required when travel is required of the position. Ability to successfully complete all required background investigation including fingerprints.