



## **Innovation Technology Technician – IT Assistant**

### **Definition**

The City of Cupertino is seeking a customer centric, technically skilled, team player with excellent interpersonal skills to fill the position of Innovation Technology Technician (Information Technology Assistant). Under general supervision and direction from the Innovation and Technology Infrastructure Manager, this position configures, installs, maintains, and repairs the hardware, operating system, software and associated peripheral equipment associated with personal computers, servers, mobile devices, printers and VoIP telephone equipment; works on projects assigned by the Infrastructure Manager supporting technology implementations; assesses user training needs and trains users of effective use of applications as appropriate; makes recommendations regarding hardware and software acquisitions.

### **Typical Job Functions**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

Organize and perform hardware and software system configuration, installation maintenance and repairs on personal computers, mobile devices, printers and VoIP Telephone equipment.

Perform the helpdesk function, including answering phone calls, creating tickets, onsite and remote desktop support and follow-up on outstanding requests.

Provide technical support to users by diagnosing and correcting problems specific to personal computers, mobile devices, printers, and VoIP telephone equipment.

Perform complex computer operation tasks acting under general supervision, assist with development of operations procedures.

Organize and maintain various IT files, user accounts, hardware, and software inventories.  
Provide support for layer 1 network connectivity issues.

Operate standard office equipment.

Research technology, vendors and other sources and obtain quotes for hardware and software.

May train others in work procedures or direct the work of others on a project basis.

Performs other duties as assigned.

## **Qualifications**

### **Knowledge of:**

Advanced skill in the configuration, installation, operations, troubleshooting, diagnosis and repair of personal computer, mobile device, printer, VoIP Telephone equipment and related peripherals.

Advanced level of desktop and mobile operating system and application support.

Advanced level of endpoint Cybersecurity for personal computer, mobile device, printer and VoIP telephone equipment.

Principles and practices of helpdesk support services, personal computer, mobile device, and printer and VoIP Telephone equipment and associated software applications, security, patch and backup procedures.

LAN/WAN access, support, and administration.

Information Technology policies and procedures.

Current versions of Microsoft suite of products such as Windows Client/Server operating systems and

Office (specifically Outlook, Word and Excel); Office 365 and Apple macOS experience a plus.

Project management principles including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out.

### **Ability to:**

Provide all facets of full helpdesk functionality.

Work flexible hours to accomplish systems tasks.

Communicate clearly and easily with users and vendors of varying levels of technical expertise; ask questions and get information in order to diagnose computer problems and discern what level of support is needed when a problem is presented.

Write and maintain user and technical operating instructions and documentation; provide training to users and other technical staff and advise on best practices; enforce information technology operational policies and procedures.

Work as part of a team in stressful situations; maintain composure and sense of humor in the face of heavy workload, constant interruptions and occasional challenging customer.

Operate a wide variety of computer hardware and software as well as standard office equipment and quickly learn the use of new technologies and applications.

Compose routine correspondence from brief instructions.

Use initiative and sound independent judgment within established guidelines.

Establish and maintain effective working relationships with those contacted in the course of the work. Perform complicated administrative and technical projects with minimal guidance.

Keep current on technology trends.

Independently diagnose and resolve personal computer, mobile device, printer, and VoIP Telephone equipment.

Carry out complex operations procedures and independently resolve processing errors. Carry a mobile device and respond to after-hours calls as assigned.

### **Education and Experience**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

AA degree in computer science, telecommunications, or a closely related field and one year of experience as a Desktop Engineer, Help Desk Technician or similar position. Additional qualifying experience may be substituted for the educational requirement on a year for year basis. Experience with computer hardware, software, telephone systems, bids and contracts is desirable.

### **Licenses and Certifications**

Possession of or ability to obtain a valid Class C California's Driver's License. Relevant certifications such as CompTIA A+, CompTIA Network+, and Microsoft MTA/MCSA are desirable.

### **Physical Demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. Standing and walking between work areas is also required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard and to operate standard office equipment. Positions in this classification frequently bend, squat, climb, kneel, and twist while performing technical set-up and installation work; perform simple and power grasping, pushing, pulling, and fine manipulation. Employees must possess the ability to lift, carry, push, and pull materials and objects, typically weighing up to 30 pounds, and occasionally heavier weights with the use of proper equipment.

### **Environmental Elements**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff when providing applications system support.

FLSA: Non-exempt

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