



The Housing Authority of the City of San Buenaventura EQUAL OPPORTUNITY EMPLOYER

INFORMATION TECHNOLOGY TECHNICIAN

Bi-weekly Salary \$ 1,586.98 – \$ 1,981.92

DEFINITION

Under the supervision of the Information Technology Manager, works independently to create and maintain electronic and other records to ensure compliance and conformity with local, state and federal requirements. Reviews, analyzes and evaluates the agency's software programs and systems on-site and off-site. Performs a wide variety of tasks related to both hardware and software programs and systems. Capable of assuming back-up responsibilities and accountabilities in the absence of the Information Technology Manager.

ESSENTIAL FUNCTION STATEMENTS: *The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and or skills required. Management reserves the rights to add, modify, change, or rescind the work assignments of different positions. Essential duties may include but are not limited to the following:*

1. Must have excellent customer service skills in always putting the customer first.
2. Handle support/helpdesk requests from the entire organization, prioritizing requests as they come in; troubleshoots hardware/software problems
3. Assess and report malfunctions of hardware and/or software applications
4. Assists with the evaluation and resolution of user problems; identifies and obtains appropriate resources; corrects routine problems by making minor repairs to computer equipment and contacts appropriate resources for additional assistance.
5. Instructs staff in the use of technology equipment and applications; creating guides to facilitate the use.
6. Assists with the coordination and installation of new hardware/software; tests, and monitors the operation of computer hardware and software.
7. Provides server support and maintenance; uses various utilities to troubleshoot, repair, and check configuration of servers.
8. Maintains various records and documentation for all technological equipment and accessories.
9. Inventories computer hardware, software, and other equipment for the purpose of maintaining inventory.
10. May write report generation programs or other simple computer code.
11. Maintain software updates including antivirus, windows updates, remote access software.
12. Maintains and supports the door entry system, working with vendors when necessary. Works with the property managers and staff to provide access to multiple locations.
13. Helps maintain and supports the surveillance and burglar alarm system. Working with vendors when necessary.
14. Evaluates needs for new and revised systems; identifies possible improvements in computer systems; makes recommendations for purchase of new information systems hardware and software; oversees work of vendors.
15. Assist in maintenance, programming and support of the company telephone system.
16. Provide physical and technical assistance with office personnel/equipment relocations.
17. Provide direct service to employees with establishing their user accounts, modifying and assigning emails accounts, and access to software programs.

18. Assist in maintenance, programming and support of the copiers, printers, fax machines, working with vendors when necessary.
19. Detect and repair or remove viruses, adware, spyware and other malicious software using anti-virus and spyware removal software and techniques.
20. Setup necessary presentation equipment as requested.
21. Assist with the development and enforcement of the agency's information security policies, standards, procedures and guidelines.
22. Be available during Agency business hours to meet client needs, coordinate with co-workers, oversee contract workers, attend face-to-face meetings, and handle day-to-day operations necessary for the position.

QUALIFICATIONS:

Knowledge of:

- Current Microsoft programs (Excel, Word, PowerPoint, Access, Publisher, Outlook, etc. etc.)
- Current Microsoft operating systems (Windows 7, Windows 8, Windows 10)
- Current IOS/Android mobile platforms
- Mobile Device Management (Android/IOS) for tablets, smart phones is a plus.
- Mobile device application development is a plus.
- Working in a Microsoft domain environment; integrating devices into a domain environment.
- Understanding of basic network principles when it comes to switches, routers, firewalls.
- Understanding of basic principles of WIFI
- Understanding of unified communication principles (VOIP, Web Conferencing, Email)
- Setting up permissions and restrictions for users and devices.
- Office 365 Cloud Services or another similar product/concept.
- Helping users/resolve problems using remote desktop support software.
- Installing/connecting/accessing network devices by IP address (Printers, NVR, etc. etc.)

Ability to:

- Assess/Evaluate a situation to find the best solutions.
- Ability to use internet resources to research and resolve problems.
- Stay up to date on new products
- Maintain accurate and systematic records.
- Exercise initiative and independent judgment that demonstrates quality customer services, good business sense, and creativity.
- Maintain the mental capacity to make sound judgments and the physical capacity to effectively perform the duties as assigned.
- Compose clear, complete, accurate and concise correspondence and reports independently using correct grammar, syntax, punctuation and spelling.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize work, set priorities, and meet critical time deadlines.
- Maintain the utmost confidentiality of all information.
- Work with a high degree of self-motivation and initiative, and independently in the absence of supervision.
- Understand and implement oral and written instructions, and make sound decisions.
- Establish and maintain effective working relationships with those contacted in the course of work.

- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various Windows-based applications and related programs, including standard, as well as proprietary software. Operation of standard office equipment.

EDUCATIONAL/CERTIFICATION REQUIREMENTS

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities would be:

- High School Diploma or equivalent **and**;
- College- Degree/Major: AA degree; course work in computer sciences or any combination of education training or five (5) years of work experience
- Certificates: Training related to computer hardware/software desk top support, troubleshooting, and Microsoft.

PHYSICAL DEMANDS ON THE POSITION: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Essential and marginal functions (may) require maintaining physical condition necessary for sitting and standing for prolonged periods of time in indoor office environment. Must have vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Must stoop, kneel, reach, stretch, bend, pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects up to 25 – 50 lbs. with the use of proper equipment. Have excellent hand strength and the manual dexterity to operate keyboard equipment.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on Housing Authority business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the Housing Authority insurance Company.
- Must be insurable by the Housing Authority's insurance carriers.
- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

MUST SUBMIT A COMPLETED APPLICATION, AND IF OFFERED THE POSITION, YOU MUST SUBMIT A DISCLOSURE FORM, AND DRIVER RECORD FORM TO BE CONSIDERED FOR POSITION

FILING DEADLINE 4 pm Wednesday, June 20, 2018

Updated 5/30/18