

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> IT Desktop Technician I/II	<b>Job Family:</b> 2 2
<b>General Classification:</b> Professional	<b>Job Grade:</b> 13 17

**Definition:** Provides technical support services for desktop computers and their peripherals, networks, and servers and assists technical staff in providing support services; operates designated technology systems and all related component equipment, including desktop computers and related peripherals; provides problem-determination support and equipment maintenance; and performs other related work as required.

**Distinguishing Characteristics:**

IT Desktop Technician I—This is the entry-level classification in the IT Desktop Technician classification series. This class is distinguished from the IT Desktop Technician II position by the performance of the more routine tasks and duties assigned to the positions within the series. Employees at this level are not expected to perform with the same independence of direction, judgment, or complexity of assignments as are positions allocated to the II level. Because this class is typically used as a training class, employees may have only limited or no directly related experience. Employees work under immediate supervision while learning job tasks.

This class receives general supervision from the Information Technology Manager and/or Information Technology Operations Manager; and job assignment and technical direction may be received from the Senior IT Desktop Technician.

IT Desktop Technician II—This is the full journey-level class within the IT Desktop Technician classification series. This class is distinguished from the IT Desktop Technician I by the assignment of the full range of duties of the class series. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and they are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level. This class is further distinguished from that of a Senior IT Desktop Technician in that the latter has lead responsibility for desktop support activities as well as functional lead supervision over lower-level classifications in the class series.

This class receives general supervision from the Information Technology Manager and/or Information Technology Operations Manager; and job assignment and technical direction may be received from the Senior IT Desktop Technician.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Test, install, troubleshoot, and maintain desktop hardware and software, such as desktop computers, related peripherals, software applications, and printers.
2. Test, install, troubleshoot, and maintain telecommunication hardware and software, such as desktop phone sets, related peripherals, software applications, and City-approved PDAs and cell phones.
3. Operate, input data, and perform program/procedure maintenance on designated technology systems; provide documentation, testing, implementation, and maintenance; and provide application support as assigned.
4. Interface with end-users; and resolve problems and complaints.
5. Develop lesson plans and assist in training staff in desktop software applications.
6. May provide recommendations on desktop standards, such as hardware and software, and provide technical support for these platforms and applications.
7. Keep current on technical advances in desktop hardware and software related to equipment utilized by the City.
8. Evaluate obsolescence of desktop equipment and recommend replacement when appropriate.
9. Be familiar with fundamental network and network devices, such as printers, PDAs, etc.
10. Transport, install, and configure desktop and technology-related equipment; and maintain departmental equipment inventories.
11. Perform other related duties as assigned.

**Minimum Qualifications:**

IT Desktop Technician I

Knowledge of: Basic computer systems, equipment, applications, operations, and associated peripheral equipment; common methods, tools, and procedures used in the installation, repair, maintenance, enhancement, and configuration of technology

systems, peripheral equipment, and work stations; basic principles of inventory management and appropriate methods of record-keeping software and standards; local and wide-area network; security systems and procedures; desktop computer and network software packages; and effective methods of communication, including some report writing and verbal communication.

Ability to: Learn and apply all required knowledge as determined of an IT Desktop Technician II; perform basic system maintenance and evaluation of desktop software and peripheral hardware; install, configure, and maintain desktop software (mail client, word processing, spreadsheets, etc.); install and upgrade desktop peripherals; analyze basic problems and take necessary corrective actions; read and interpret manuals and operating instructions; maintain accurate records; complete assigned work and meet deadlines; perform training (i.e., desktop computer operations, new employee, etc.); operate office equipment as needed to perform work; operate various desktop and server computer equipment; perform the physical duties of the job; and provide good customer service and establish and maintain effective working relationships with those contacted in the course of work.

### IT Desktop Technician II

Knowledge of: Designated technology services, systems, equipment, applications, operations, and associated peripheral equipment; methods, tools, and procedures used in the installation, repair, maintenance, enhancement, and configuration of designated technology systems, peripheral equipment, and work stations; technology support services; designated systems and applications; inventory management and appropriate methods of record-keeping software and standards; local and wide area network; security systems and procedures; desktop computer and network software packages; disaster recovery and prevention methods and procedures; principles of and methods of training; and effective methods of communication, including report writing and verbal communication.

Ability to: Perform preventative maintenance; evaluate desktop software and peripheral hardware; install, configure, and maintain desktop software (mail client, word processing, spreadsheets, etc.); install and upgrade desktop peripherals; analyze problems and take necessary corrective actions; read and interpret manuals and operating instructions; maintain accurate records; complete assigned work and meet deadlines; perform training (i.e., desktop computer operations, new employee, etc.); operate office equipment as needed to perform work; operate various desktop and server computer equipment; provide good customer service and maintain effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines:** A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

IT Desktop Technician I

Education equivalent to an associate's degree in computer science or a related field from an accredited college or university with one year of experience in desktop computer operations. Possession and maintenance of a valid CompTIA A+ certificate, Microsoft 365 Certified: Modern Desktop Administrator Associate, or equivalent may be substituted for the associate's degree.

IT Desktop Technician II

Education equivalent to an associate's degree in computer science or a related field from an accredited college or university with two years of progressively responsible experience providing computer help desk service in a professional business or municipal environment. Possession and maintenance of a valid CompTIA A+ certificate, Microsoft 365 Certified: Modern Desktop Administrator Associate, or equivalent may be substituted for the associate's degree.

**Required Licenses or Certificates:** Possession of or the ability to obtain a valid Class C California Driver License and maintain a good driving record.

**Working Conditions:** This position may be required to work extended or irregular hours. For critical issues, may need to be available for contact after normal business hours.

Established: June 26, 2008

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HRD/CLASS SPECS

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