**DEPARTMENT OF JUSTICE**

**CALIFORNIA JUSTICE INFORMATION SERVICES DIVISION**

**TECHNOLOGY SUPPORT BUREAU**

**PRODUCTION & NETWORK SERVICES BRANCH**

**IMPLEMENTATION & PRODUCTION SERVICES SECTION**

**COMPUTER OPERATIONS UNIT**

**JOB TITLE:** Information Technology Technician (ITT)

**POSITION NUMBER**: 420-861-1400-009

**INCUMBENT:** Vacant

**STATEMENT OF DUTIES:** Performing less complex duties under the direct supervision (Range A/B) and performing more complex duties under the general supervision (Range C) of the IT Supervisor II, guided by specific policies and procedures in a 24 hours a day, 7 days a week environment, the incumbent has primary responsibility for monitoring various systems and applications and performs a variety of technical duties in support of operating an assortment of information technology systems including performing help desk functions as related to the troubleshooting and problem resolution for law enforcement agency personnel for system performance, availability, and network issues. The incumbent performs a variety of duties in the operation of all tasks relative to the major computer systems, storage systems, printer components, environmental components and Single Point of Operation (SPO) tools and functionality.

**SUPERVISION RECEIVED:** Under direction of the IT Supervisor II.

**SUPERVISION EXERCISED:** None

**TYPICAL PHYSICAL DEMANDS:** Works various shifts, weekends, holidays, and works overtime when needed. Smoke-free environment. Must have the ability to routinely move/lift boxes weighing up to 20 pounds.

**ESSENTIAL FUNCTIONS:**

50% **Demonstrate technical skills for less complex technical tasks in the support functions for the DOJ’s major computing systems.**

* Provides timely escalation of system problems to mitigate downtime.
* Responds to console message and issues commands to health check the systems.
* Sends administrative messages to clients and support partners regarding system maintenance, downtime, etc.
* Operates system command center consoles including device assignment, diagnosing system problems; system startup and shutdown processes.
* Acts as first point of contact between Computer Operations, Production Support, File Management, Network Services, Technical Support, vendors and clients regarding hardware, software and networking matters.
* Assists Network Services staff in trouble shooting and resolving network problems, as related to TCP/IP, NCIC lines, DMV line protocols and any additional skills needed to support our clients.
* Monitor all processes and alert appropriate staff when anomalies occur based on System Notification Procedures.

20% **Perform LEAWeb and CURES password reset tasks.**

* Upon notification through email or via phone request – follow procedures to reset clients account password.

10% **Effectively communicate verbally and in writing to ensure proper turnover, escalation, and notification is completed accurately.**

* Review the computer services log for turnover from the previous shift/follow up on unresolved hardware/software problems.
* Record daily activities on the system log sheet, for the assigned work station, completely and accurately.
* Record equipment problems completely and accurately in the turnover log.

10% **Environmental components/procedures.**

* Knowledge of Uninterruptible Power Supply (UPS) and its use and procedures.
* Knowledge of Power Distribution Units (PDU) and its use and procedures.
* Knowledge of the Generator and its use and procedures.
* Knowledge of the Fire Suppression system; sensors and how to report a problem per procedures; fire suppression panel, its location, use and procedures.
* Knowledge of fire extinguisher use and locations.

5% **Perform job processing Input/Output operations within the printer room.**

* Clean printers per procedures and training.
* Load paper following safety guidelines.
* Breakdown printer output for distribution to various clients.
* Burst and trim forms when needed, per procedures.
* Quality assure printer output by checking print quality and alignment, and ensure document security and accountability.
* Receive and handle computer room forms and supplies.
* Maintain stock levels and notify the supervisor when resupply is needed.
* Ensure that output ready for discard is placed in salvage or destroy, according to procedures.
* Operate impact printers, laser printers and computer consoles.
* Monitor and analyze malfunctions of all equipment and report per procedures.

5% **Other miscellaneous duties**

* Provide input for the development and maintenance of computer room procedures
* Assist with computer room tours.

*I have read and understand the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.*

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