

Housing Authority of the County of Tulare

Job Description

Job title: INFORMATION TECHNOLOGY TECHNICIAN

Work Location: One or more of the agency office locations located in Tulare County

Department: IT

Reports to: INFORMATION TECHNOLOGY MANAGER

☒ **Full-time**
☐ **Part-time**

☐ **Exempt**
☒ **Nonexempt**

DEFINITION:

Performs a variety of tasks related to Computer Services operations. Plans, assists, completes, researches or maintains tasks and projects directed by the IT Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Installs, troubleshoots, upgrades and repairs all computer hardware and software.
- Provides hardware and software support.
- Maintains agency-wide software and network servers, including backup.
- Documents methods and procedures to accumulate data and statistics and designs reports to meet users' needs.
- Performs system administration and operation functions, as needed, to develop new systems and networks.
- Remains current on developments in computer programming, equipment, applications, networks and techniques.
- Designs and maintains agency's Internet website.
- Maintains computer equipment inventory.
- Assists in solving problems related to programs and equipment malfunctions.
- Develops database applications.

MARGINAL FUNCTIONS: Performs related work as required or delegated.

EDUCATION AND/OR WORK EXPERIENCE REQUIREMENTS:

- High School education or GED equivalent.
- Completion of two years of college, including courses in math, electronic-data processing, programming and management-information systems.
- Any combination of education, training and experience that would demonstrate possession of requisite knowledge and abilities may be substituted for the college education.

KNOWLEDGE OF:

- Operation of personal computers and local area network, including Unix and all Microsoft operating systems.
- Server-based computer operation and system administration.
- Database management, record storage and handling techniques.

SKILLS TO:

- Operate and direct others in operations of the computer and related equipment and software.
- Read and comprehend technical computer manuals.
- Evaluate, develop, design and install programs to fill user needs.
- Give and follow verbal and written instructions.
- Adjust to changes in workload and assignments.
- Work under pressure of meeting deadlines
- Establish priorities.

- Schedule work to maintain a good workflow.

DESIRABLE QUALIFICATIONS:

Knowledge of the computer system and software that will be utilized in the position. Program and system analysis including concept, development and implementation.

PHYSICAL CHARACTERISTICS:

- Manual dexterity of the hands/wrists in order to operate a computer keyboard for extended periods of time.
- Good eyesight to read/write and visually use a computer screen for extended periods of time.
- Strength and flexibility in order to bend, reach, stoop and lift.
- Hearing, speech and verbal skills in order to communicate with the public and co-workers.
- Ability to operate a motor vehicle.
- Must have ability to cope with stressful circumstances and to cordially interact with co-workers to accomplish common tasks.
- Regular attendance required.

LICENSES/CERTIFICATES:

A valid California driver's license and acceptable DMV record.

Adopted: 2/2024