

## **PJ7008 Job Description: Systems Technician I**

Created/Revised: 04/22/2019 / 04/28/2024

Reviewed: 05/01/2024

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**Division:** Technical Services  
**Reports To:** Technical Services Manager  
**FLSA Status:** Nonexempt  
**Salary Level:** Tech Services-Range  
**Classification:** Civilian

### **SUMMARY:**

The Technical Services Systems Technician, under direction from the Technical Services Manager, assists in ensuring that agency technology is properly deployed, maintained, secured, and supported. This includes varying types of technology, including workstations, servers, switches, routers, printers, and telephony equipment.

The Systems Technician also assists the Telecommunication Specialist(s) in the maintenance and troubleshooting of the telecommunication back bone system. This includes, but is not limited to point-to-point microwave, two-way radio and various other technologies.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING:**

- Assists in the maintenance, analysis, troubleshooting, repairs, and upgrading of desktop computer systems.
- Assists in the maintenance, analysis, troubleshooting, repairs, and upgrading of server computer systems;
- Supports multiple desktop, server, and, mobile operating systems, including Windows, Windows Server, Linux/Unix, iOS, and Android;
- Assists in the maintenance, troubleshooting, and management of server-based applications such as Active Directory, DNS, DHCP, NTFS Permissions / File Sharing;
- Assists in the management of cloud based infrastructure, including but not limited to Microsoft 365, Azure EntraID, Exchange Online, OneDrive for Business, Microsoft Teams, and SharePoint.
- Assists in the support, training, and development of agency software applications including but not limited to Enterprise Resource Planning (ERP), Human Capital Management (HCM), Microsoft Office, Workflow and Automation Platforms, Staffing and Notification Platforms, and Reporting Platforms;
- Participates in various technology-related projects and initiatives, including software and hardware upgrades, deployments, installation, and troubleshooting;
- Researches and procures hardware and software solutions;
- Assists in the operation of the Technical Services Help Desk, including handling / responding to service requests in a timely and professional manner;
- Assists in various telecommunications projects, including installation of point- to-point microwaves, L3 networking, and site maintenance;
- Interact with the public in a positive manner that exemplifies the District's mission;
- Attend all mandatory training and scheduled meetings for the assigned position;

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- Participate in training for District and other partners;
- Maintain neat, orderly and safe work environment;
- Maintain positive working relationships with other District members, agencies, and partners.
- Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

- May assist in training new members, as assigned.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Knowledge of:

- Windows Operating Systems, including Windows 10 , Windows 11, Windows Server 2019, and Windows Server 2022;
- Active Directory, Group Policy, DNS, DHCP;
- Conceptual understanding of hypervisors and virtualization;
- LAN / WAN / WLAN Fundamentals;
- Basic concepts of business continuity and disaster recovery;
- Endpoint security and threat analysis;
- Software deployment and patch management;
- Print/printer management;

#### Skills:

- Excellent customer-service skills;
- Ability to work in fast-paced multi-task environment;
- Able to work and collaborate with a team;
- Strong attention to detail;
- Good organizational skills;
- Demonstrated ability to document tasks and procedures;
- Able and willing to learn new technologies.

#### Ability to:

- Diagnose problems or malfunctions and accomplish repairs in a minimal amount of time;

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- Remain current on changing technology through reading, training, seminars, and peer networking.

### **EDUCATION AND/OR EXPERIENCE:**

High school diploma or general education degree (GED) required. Associate's Degree in Computer Science or industry certifications and two (2) years of applied technical support, including one year of professional experience as a Systems Technician or equivalent; OR an equivalent combination of education, industry certifications and experience.

### **LANGUAGE SKILLS:**

Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Write routine reports and correspondence. Speak effectively before groups of customers or members of the organization.

### **MATHEMATICAL SKILLS:**

Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Calculate figures and amounts such as proportions, percentages, area, circumference, and volume. Apply concepts of basic algebra and geometry.

### **REASONING ABILITY:**

Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Deal with problems involving several concrete variables in standardized situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- Possess a valid State of Arizona Driver's License and maintain a driving record that supports insurability with District's insurer.

### **PHYSICAL DEMANDS:**

Physical demands described here are representative of those that must be met by a member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this position, the member is frequently required to stand and walk; use hands to finger, handle, or feel; reach with hands and arms; climb and balance; stoop, kneel, crouch, and crawl; talk, hear, taste, and smell. The member is occasionally required to sit. The member must regularly lift and/or move up to 100 pounds and occasionally lift and/or move more than 100 pounds. Specific vision requirements of this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT:**

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While performing the duties of this job, the member is regularly exposed to moving mechanical parts and vibration. The member is frequently exposed to wet and/or humid conditions, high, precarious places, fumes or airborne particles, toxic or caustic chemicals, and outside weather conditions. The member is occasionally exposed to risk of electrical shock and risk of radiation. The noise level in the work environment is usually loud.

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- Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

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### **QUALIFICATIONS:**

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**FLSA Status:** Nonexempt  
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