Automated Systems Technician (Fire Department)

Class Code: 46206

Bargaining Unit: Non Represented

COUNTY OF SAN BERNARDINO
Revision Date: Aug 28, 2014

SALARY RANGE

$19.57 - $26.98 Hourly
$1,565.60 - $2,158.40 Biweekly
$3,392.13 - $4,676.53 Monthly
$40,705.60 - $56,118.40 Annually

DEFINITION:

THIS IS A FIRE DEPARTMENT POSITION ONLY

Under general supervision, performs a variety of technical duties in support of an established automated information system; trains operators and users; performs related duties as required.

DISTINGUISHING CHARACTERISTICS:

The class is characterized by its responsibility to provide technical assistance and training to users, troubleshoot departmental hardware and software problems, and to interpret and gather information required for systems development, modification or enhancement. The Automated Systems Technician is distinguished from Automated Systems Analyst I by the formers responsibility to provide technical assistance to users and to local and central systems developers, while the Automated Systems Analyst I analyzes, designs and may develop local automated systems.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to:

1. Gather and interprets information required for computer installation and configuration.

2. Receives and reviews requests for technical support services and products; writes work orders for approved requests; confers with vendor personnel to correct hardware and software problems.

3. Coordinates or performs installation, maintenance and repair of desktop computer equipment; researches and troubleshoots possible problems in workflow or equipment; performs routine operating procedures such as system start up, shut down and systems backup.

4. Instructs operators and users in the operation of computer and peripheral equipment; plans and coordinates vendor training for the department or group.

5. Installs and instructs employees on the use of various unmodified package software for word processing and other business applications.

6. Explains file structure to users.

7. Prepares and maintains necessary reports, records and inventories.

8. Provides vacation and temporary relief as required.

9. Provides other duties as required.

REPRESENTATION UNIT:
Non-Represented

SALARY RANGE:
N26

SUPPLEMENTAL INFORMATION:

MINIMUM REQUIREMENTS:
Requires two (2) years within the last five (5) years of technical support of computer systems in a professional work environment.