Entry level fulltime desktop support technician needed for a 6 months contract at $24.90 an hour working in central Orange County in a typical 8 to 9 hours a day work day, the candidate will be assisting our IT department in installing and setting up newly acquired PC’s. The ideal candidate will need to be reliable, have good work ethics, be able to pass a criminal background check and needs to be able to start working ASAP.

Send your resume to hassaf@ochca.com


Classifications
County of Orange
Class Code: 7905
Established: 04-01-11
INFORMATION TECHNOLOGY SYSTEMS TECHNICIAN II (7905)
DEFINITION
Performs a variety of technical duties emphasizing customer support for desktop computer systems and related equipment; serves as a first-level responder for computer hardware/software issues; troubleshoots and repairs system problems and provides technical assistance to customers; monitors, installs, configures and upgrades hardware, software, and peripherals; and performs other related duties as assigned.

CLASS CHARACTERISTICS
IT Systems Technician I - This is the entry-level class in the IT Systems Technician series. Positions in this class typically require minimum directly related work experience. Positions in this class are distinguished from IT Systems Technician II by the performance of less than the full range of duties assigned to the IT Systems Technician II level. Incumbents work initially under close supervision while learning job tasks, progressing to general supervision as the procedures and processes of the assigned areas of responsibilities are learned.

IT Systems Technician II - This is the journey-level class in the IT Systems Technician series. Positions in this class are distinguished from IT Systems Technician I by the performance of the full range of duties under general supervision. Incumbents at this level work alone on routine or regular work assignments, checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

EXAMPLES OF DUTIES
1. Provides help desk assistance to customers pertaining to desktop computer, peripheral and related technology; responds to requests for help over the phone, remotely and/or in person; receives and logs requests for assistance from end users; utilizes and updates system maintenance logs and other tools to prepare trouble tickets and to track and respond to service requests; verifies the location of the problem by eliciting information from end users regarding the nature of the issue; determines severity of problem and either resolves or refers to higher-level information technology staff.
2. Conducts an on-site assessment of problems; investigates, troubleshoots, evaluates and resolves a variety of routine computer hardware, software and peripheral equipment problems; determines whether a problem needs to be escalated to a higher level staff member.
3. Performs a variety of technical support work pertaining to the basic operation and maintenance of computers and peripheral equipment for an information technology unit or division; monitors routine system parameters such as response time and general performance; tests and sets up basic hardware and software configurations; performs basic maintenance and repair on system components.
4. Performs routine system backups, upgrades and/or other hardware/software support activities; connects computers to printers, scanners, PDA’s and other peripheral equipment; loads software.
5. Performs routine system support duties such as monitoring or adding users/devices, modifying user profiles, re-setting passwords and performing regular file maintenance; sets up basic user access permissions consistent with County policies and procedures; documents all changes and revisions.
6. May conduct online, group and/or one-on-one training sessions with desktop users.
regarding routine technical processes; provides information on basic system and
application functions; explains user access rights.

7. May assist higher-level information technology staff in the acquisition and distribution of
computer hardware and software solutions; may contact vendors and research/gather
product information.

8. Helps coordinate equipment repairs with external vendors by contacting vendors and
arranging to have parts purchased/shipped as needed; arranges for vendors to perform
on-site repairs.

9. Prepares technical reports, correspondence and other documents; provides general
administrative support that may include maintaining records; participates on committees
and task forces; attends meetings, conferences and training sessions; may serve on
project teams.

10. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:
- Operations, services, concepts, terms and activities common to a comprehensive, state-of-
the-art information technology program.
- Computer hardware and software components similar to those being used by the hiring
department.
- Basic operational characteristics of local and wide area network systems.
- Basic operational characteristics of communication systems, equipment and devices.
- Tools and test equipment used in the installation, maintenance and repair of desktop
computer systems.
- Methods and techniques of troubleshooting desktop computer system hardware and
software problems.
- Basic principles and practices of technical-level system administration.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and
training materials.

Ability to:
- Operate, maintain and perform routine repairs on information technology equipment and
software similar to that being used by the hiring department.
- Troubleshoot a variety of routine desktop hardware and software issues and respond
appropriately to customer service requests.
- Test and repair electronic equipment using appropriate tools.
- Communicate technical information to a wide variety of users.
- Assist in planning and evaluating new systems and equipment.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer and network
systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the
course of the work.

IT Systems Technician I:

Experience: One year of directly related experience that demonstrates the competencies and
attributes listed above.

Special Requirement: An IT related certification may be required for some assignments

IT Systems Technician II:

Experience: Two years of experience that is comparable to a County of Orange IT Systems
Technician I.

Special Requirement: An IT related certification may be required for some assignments

ADDITIONAL REQUIREMENTS

Depending upon assignment, some positions in this class may require possession of a valid
California driver’s license, Class C or higher.

PHYSICAL & MENTAL REQUIREMENTS

Frequent standing or sitting for extended periods; frequent walking; occasional driving may be
required, depending upon assignment; occasional pushing/pulling; occasional bending, kneeling,
squatting and crawling; occasional lifting up to 25 pounds; infrequent lifting up to 50 pounds;
constant use of good overall vision for reading/close up work; infrequent use of color perception
and occasional use of eye/hand coordination; frequent repetitive motion from writing and using a
computer keyboard; occasional grasping, holding and reaching; frequent hearing/talking to others
on the telephone and in person; frequent decision making and concentration; occasional public
contact; occasional working alone.

Additional physical/mental requirements or frequencies may be required, depending upon
assignment.
ENVIRONMENTAL CONDITIONS
Work is typically performed in an indoor office environment, but occasionally requires travel to other locations. Work environments may include high levels of noise, dust and/or unpleasant odors. Occasional early morning, evening, holiday and/or weekend work may be required.

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