

IT TRAINEE

DEFINITION

Assists journey level IT staff by performing basic technical duties in the field of information technology. Receives on-the-job training and related instruction in various IT areas including repair techniques for new and existing electronic communication and telecommunication equipment; desktop and laptop computers, software, and peripheral devices; implementation of data access security safeguards and protective measures; and enterprise information system tasks such as production system backups, documentation, recovery processes, and reports.

TYPICAL DUTIES

Learns and applies policies, procedures, rules, and regulations of the organizational unit and professional specialty to which assigned and based on the individual's experience and/or education, assists staff by performing duties of gradually increasing difficulty by assisting journey level staff in one of the following areas:

Electronics Communication

- Assists IT Electronic Communication Technicians in the installation, maintenance, and repair Telephone Service Requests of phone lines for elevator, fire alarm, and intrusion alarm systems, and cabling for electronics and technology systems.
- Acquires knowledge of PBX and Public Address system programming.
- Assists in collecting, recording, and organizing telecommunication equipment data.
- Assists in the testing of network equipment such as cisco phones, and PA systems, and the refurbishment of recycled telecommunications equipment.
- Provides assistance to IT Electronics Communications Technicians as needed.

Field Services

- Assists IT Field Services Technicians in delivering and installing basic computer equipment and transferring data.
- Assists in updating computer equipment by installing software, and implementing established performance enhancements.
- Learns to diagnose connection and software problems.
- Contacts vendors to provide warranty services for equipment.

Systems Security

- Assists in performing audits of Virtual Private Network users, firewall configurations, database privileges, and web filter configuration.
- Establishes system access by issuing IDs; coaching client on password construction and usage.
- Provides information by collecting, analyzing, and summarizing data and trends
- Maintains security files by receiving, processing, and filing computer security forms, documents, and agreements.
- Assists in developing the documentation of policies, solutions, test methods, and configurations.

Systems Support

- Assists in developing documentation of the system specifications, including system scripts, system installation procedures, system backup and recovery techniques, system test methods, and other types of documentation.
- Checks and validates operating system, middleware, and database backups
- Assists in the update of systems server lists.
- Collects and inputs Remedy data
- Runs reports including TSM backup, NMON, IT Service Management (ITSM) Remedy, server performance, storage, and user ID creation on servers.

IT Project Management Support

- Assists in entry level technical project management tasks related to project infrastructure, software applications, and/or IT asset management by gathering technical information, running reports, and assists in the creation and maintenance of project documentation.
- Assist in the collection of information for budgeting, software compliance and inventory, contract summaries, and cost comparisons and performs necessary data entry.
- Responds to requests from end users, managers, developers, and team members for specific project data.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An IT Trainee assists journey level IT staff by performing basic technical duties in the field of information technology while increasing their knowledge and developing the expertise to specialize and promote to the full performance level classifications such as: IT Electronics Communications Technician, IT Field Services Technician, Network Operations Center Analyst, and Information Systems Security Assistant.

An IT Intern works part-time while pursuing a degree in information technology or a related field, and performs a variety of duties of varying scope and difficulty to assist District staff on particular projects, therefore receiving practical training and experience in information technology classifications. The education and work experience obtained by the Interns is intended to help provide a pool of qualified candidates for entry into any number of classifications in technical specialties within the District.

SUPERVISION

Supervision is received from various administrators and/or supervisors. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Personal computers and Apple computers, peripheral equipment, software and hardware operation and usage including Windows OS and MS Office Suite
Personal computer terminology
Principles of software and hardware installation
Hardware mechanical functioning, basic electronics, and tools used for maintenance and simple repairs to computer equipment

Ability to:

- Analyze and diagnose simple malfunctions of hardware and software
- Learn the characteristics of new types and models of computers and peripheral equipment
- Maintain effective working relationships with District personnel and service providers
- Carry out written and oral directions
- Be professional and dependable
- Plan, organize, and schedule work to meet deadlines
- Communicate effectively in spoken and written English
- Operate a personal computer and peripheral equipment
- Perform a variety of tasks at the same time

Special Physical Requirement:

Safely lift and transport computer equipment weighing up to 50 pounds as needed

ENTRANCE QUALIFICATIONS

Education:

Completion of 12 semester units or the equivalent quarter units from a recognized college or university in information technology, computer science, or a related field.

Experience:

Completion of 600 hours within the last 2 years as an information technology intern.

Special:

A valid California Driver License and use of an automobile may be required for some positions.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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