

TECHNICIAN I/II

DEFINITION

Under direct or general supervision provides technical expertise and performs a variety of administrative, technical and/or field support tasks involving the operation, enforcement, maintenance, and problem resolution of departmental and/or Citywide systems and functions; and performs related work as required. Responsibilities differ, depending upon the technical expertise required within the department or function assigned.

SUPERVISION RECEIVED AND EXERCISED

This classification receives direct or general supervision from assigned administrative and/or management staff. May receive direction and oversight from lead workers.

CLASS CHARACTERISTICS

Technician I is the entry and first working level in the Technician series. Incumbents work under supervision and learn the basic assignments of a functional area or assist with the conduct of the more challenging and technically difficult assignments. As knowledge and experience are gained, the work becomes broader in scope, assignments are more varied and are performed under more general supervision. The work requires the application of policies, procedures, and regulations and involves frequent contact with city employees and the public. Select working titles within this class are alternately staffed with Technician II. Incumbents may advance to the higher-level class after obtaining the knowledge, skills, and experience, and demonstrating the ability to perform the work of the higher-level class.

Technician II is the journey-level class in the Technician series. Incumbents coordinate and participate in technical and/or administrative support work for a department or function by performing multiple duties to ensure efficient City service provision. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as specific technical knowledge of departmental and City activities. The work also requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public. This class is distinguished from the Technician III, which is a lead-level position that requires a deeper understanding of specific technical functions, and an ability to supervise the technical support function within the organization or assigned department.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Performs, monitors, and coordinates the daily technical operations of assigned areas and maintains appropriate records.
- Receives visitors and telephone calls; and/or provides factual information, or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures, and ordinances.
- Responds to written and verbal requests from a variety of sources; provides information to City staff, regulatory agencies, other organizations, and the public.

- May provide information and assistance to the general public, businesses, school communities, and other government agencies regarding codes, laws, and ordinances as well as department services, programs, and practices.
- May prepare graphic displays including charts, maps, calendars, and related materials to effectively present statistical data.
- May prepare agenda reports and various other commission, committee, and staff reports, resolutions, ordinances, meeting minutes and correspondence regarding assigned activities.
- Assists in the preparation, accumulation, maintenance, management and protection of official City documents and records; indexes, files, scans, stores, and destroys records according to policies and procedures; may assist with maintenance and updating of records retention guidelines.
- May coordinate calendar and scheduling of activities, meetings, and various events for City staff; coordinate assigned activities with City departments, the public and outside agencies; coordinate and process travel arrangements.
- May perform routine and preventative maintenance on equipment and facilities; diagnose, troubleshoot, and repair problems within assigned area of expertise.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to City or department activities.
- Calculates, checks, and tabulates standard arithmetic or statistical data related to field and office work; may summarize such information and prepare periodic numerical reports.
- Performs technical field, office, and computer-aided studies, evaluates data collected and makes recommendations to appropriate staff and prepares periodic and special reports based on findings.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment, and multi-line telephones; and may operate a two-way radio or other department-specific equipment.
- Organizes and maintains various administrative, reference and follow-up files, records, and databases; purges as required.
- May prepare specifications, plans, estimates, presentations, technical illustrations, and reports related to specific area of expertise.
- May conduct inspections to evaluate compliance with City ordinances, state and federal governmental laws and other requirements; reports failures or operating difficulties and makes suggestions for correcting non-compliance.
- May operate, adjust, and maintain electrical, mechanical or computer equipment to execute job-related responsibilities and to assure maximum efficiency of processes, standards, and regulations.
- May collect and log a variety of samples from various locations throughout the City.
- May perform a variety of moderately complex and standard tests and analysis on samples, following approved procedures.
- May perform quality control tests on procedures and equipment for State accreditation purposes.
- May draft standard operating procedures for required tests and analyses.
- May calculate, collect, and account for fees and other monies collected using City ordinances and fee schedules.
- May secure and compare information regarding price, quality, availability and other pertinent data for material, supply, and equipment purchases; analyzes and makes recommendations; ensures items are properly stored; may update inventory and generates inventory reports for reference.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Observes safe work methods and safety precautions related to the work.
- May coordinate special projects that vary depending on department to which assigned.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- May attend a P.O.S.T. certified basic academy, participating in and passing all required classes designed to provide an overview of the Criminal Justice System which includes training in various

- laws, police procedures, law enforcement techniques, first aid, weapons, and physical fitness.
- May perform a variety of support duties, not requiring a sworn Police Officer.
- May respond to calls for service regarding accidents, emergencies, crimes, threats, altercations and/or requests for aid.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Federal, state, county, and City codes, regulations, policies, laws, rules, agreements, technical processes, and procedures related to City and departmental activities.
- The organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Operations, services, and activities for the assigned department.
- The care, maintenance, and operational requirements of assigned equipment.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Occupational safety and health rules and regulations.
- Principles, practices, and safe work methods used in collecting, processing, logging, storing, and safeguarding property and materials including hazardous materials.
- Procedures and methods for providing services and information to the public including those related to collecting, maintaining, and releasing information, files, and documents.
- Geographic features and locations within the area served.
- English usage, spelling, grammar, and punctuation.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and City staff, in person and over the telephone and/or radio system.

Skill in:

- Learning the functions and procedures for the department to which assigned.
- Interpreting, applying, explaining, and implementing policies, procedures, technical processes, and computer applications related to the City, department, or organizational unit to which assigned.
- Collecting, compiling, analyzing, and summarizing varied information, proposing, and considering alternatives and reaching sound conclusions.
- Responding to and effectively prioritizing multiple phone calls, visitors, and other requests for service.
- Compiling information from varied sources and preparing accurate records, reports, charts, graphs, maps, and bulletins.
- Making accurate arithmetic and statistical calculations and projecting long-term changes.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing assigned work, initiating processes, coordinating projects, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Collecting and analyzing data and making appropriate recommendations.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

- Preparing clear, concise, factual, and thorough reports and statements.
- Entering and maintaining accurate data and information in communication systems.
- Operating equipment and assigned vehicle in a safe manner.
- Exercising tact and judgment in responding to public inquiries and resolving complaints and problems.
- Reacting quickly and calmly in emergency or hazardous situations and adopting an effective course of action.
- Working under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Understanding and following oral and written instructions.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Technician I and II: Equivalent to graduation from high school. Completion of 12 semester units from an accredited college, university or trade school in a field related to work assigned is desired.

Technician I: One year of technical support or experience related to the work assigned. Experience working in a public agency setting is desirable.

Technician II: Three years of responsible technical experience working in an organization which will have provided knowledge of the departmental function to which assigned. Experience working in a public agency setting is desirable.

Licenses and Certifications:

Must possess a valid California class C driver's license and have a satisfactory driving record.

Community Services Officer: Must possess and maintain a P.O.S.T. approved Penal Code 832 certification as well as a CPR and First Aid within one year of appointment. A California Association of Code Enforcement (CACE) or Southern California Association of Code Enforcement Officers (SCACEO) certification as a Code Enforcement Officer is desirable.

Crime Analyst: California P.O.S.T. approved coursework or certification in contemporary crime analysis techniques and methods is required or must be completed/obtained within two years of appointment.

Deputy City Clerk: Requires the possession of or the ability to obtain and maintain a commission as a Notary Public within one year of appointment. Certification as a Certified Municipal Clerk is desirable.

Equipment Mechanic I/II: Must possess the ability to obtain a California class A driver's license and an Automotive Service Excellence (ASE) certification within one year of appointment.

Laboratory Technician I: Requires the possession of or ability to obtain a Grade I Laboratory Analyst Certification from the California Water Environmental Association (CWEA) within one year of appointment.

Laboratory Technician II: Requires the possession of or ability to obtain a Grade II Laboratory Analyst Certification from the California Water Environmental Association (CWEA) within one year of appointment.

Police Officer Recruit: Upon successful completion of the California P.O.S.T. Basic Police Academy, must possess a valid P.O.S.T. Basic Law Enforcement Academy Certification of Completion at the time of appointment to Police Officer classification. Must possess and maintain a P.O.S.T. approved Penal Code 832, CPR and First Aid certifications within one year of appointment.

Wastewater Treatment Plant Operator I: Requires the possession of or the ability to obtain a Grade I Wastewater Treatment Plant Operator certification within one year of appointment.

Wastewater Treatment Plant Operator II: Requires the possession of or the ability to obtain a Grade II Wastewater Treatment Plant Operator certification within one year of appointment.

Water Treatment Operator I/Water Quality Technician I: Requires the possession of or ability to obtain a Grade I Water Treatment and Grade II Water Distribution certifications within one year of appointment.

Water Treatment Operator II/Water Quality Technician II: Requires the possession of or ability to obtain Grade II Water Treatment and Grade II Water Distribution certifications within one year of appointment.

The one-year timeframe for certification may be extended at the discretion of the Executive Manager.

Some of the positions in this classification may require specific licenses and/or certifications. For example: self-contained breathing apparatus certification, confined space entry certification, certified pool operator or aquatic facility operator, playground safety inspector certification, pesticide certification.

Advancement Criteria for Flexibly Staffed Positions¹:

A Technician I who meets the criteria to advance to Technician II must have served a minimum of 6 months satisfactory performance at their current wage step prior to reclassification. The effective date of reclassification shall be as of the first day of the pay period following written approval from the department director.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and/or a two-way radio. May be required to possess mobility to work in a standard shop setting and use power and hand tools and equipment; mobility to inspect various field sites; mobility to work in a standard wastewater/water treatment plant setting, and use specialized test equipment, hand and power tool and instrumentation; physical stamina to work in confined spaces, around machines, and to climb and descend ladders; ability to perform maintenance repair work, operate heavy equipment, work on uneven terrain and lift and carry equipment and materials weighing up to 60 pounds, unassisted; vision to read charts and gauges and smell to identify odors; and/or wear a self-contained breathing apparatus and other safety equipment.

Other Requirements:

¹ See typical working titles below for positions that are flexibly staffed.

Attendance at off-hours meetings may be required. Must be available for regular and emergency standby, weekend assignments, and work emergency overtime as required. May be exposed to inclement weather conditions, fumes, odors, dust, and potentially toxic chemicals and conditions.

Water/Wastewater Treatment Operator I/II/Water Quality Technician I/II: Work in this class requires wearing respiratory protective equipment at times; when assigned to such work, facial hair must be shaven when it interferes with the safe fitting of respiratory protective equipment.

Community Services Officer/Police Officer Recruit: Must be able to work rotating shifts for days and evenings.

Typical working titles included in this classification:

Technician I:

Equipment Mechanic I*
Laboratory Technician I*
Wastewater Treatment Plant Operator I*
Water Treatment Operator I*
Water Quality Technician I*

Technician II:

Community Services Officer
Crime Analyst
Deputy City Clerk
Engineering Technician
Equipment Mechanic II*
Laboratory Technician II*
Planning Technician
Wastewater Treatment Plant Operator II*
Water Treatment Operator II*
Water Quality Technician II*
Police Officer Recruit

*Flexibly staffed position

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.