



CITY OF HAWTHORNE
INFORMATION TECHNOLOGY DEPARTMENT
INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

Classification Specification
(Classified)

JOB SUMMARY

The Information Technology Support Technician, under general supervision, provides technical support, installation, configuration, and ongoing maintenance of information technology systems. Provides support to all city departments, public safety departments, and client agencies. Performs both technical and administrative tasks including supporting end users, endpoint devices, servers, applications, networking, telecommunications and any related hardware/software systems. This position also performs any related work as required.

SUPERVISION RECEIVED

The Information Technology Support Technician works under the direct supervision of the Information Systems Analyst, Information Systems Enterprise Application Specialist and/or designee.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Information Technology Support Technician. The duties included on this list are examples and are not intended to be all-inclusive or restrictive:

- Assists in the day-to-day operation, maintenance and support of information technology systems and infrastructure.
- Provides break/fix and help desk support to end users, including troubleshooting and resolving issues related to desktop/laptop machines, mobile devices, IP phones, audio-visual systems, networking, and enterprise applications. Installs, configures, troubleshoots, and maintains endpoint devices, operating systems, applications, network connectivity, and peripheral equipment.
- Assists with the coordination of the repair, replacement and maintenance of city, public safety, and client agency information systems and technology equipment.
- Performs system support functions such as user account provisioning and deprovisioning, workstation and network moves/adds/changes, basic backup and restore tasks, preventive maintenance, printer and print queue management, and network addressing support.
- Performs the installation, imaging, deployment, and upgrading of computer hardware and related equipment.
- Responds to services requests and incidents, diagnosing and resolving hardware, software, printer, and application-related issues in a timely manner.
- Maintain service tickets, documents troubleshooting steps and take corrective action as required.

- Maintain inventory of computers, peripherals, components, software, and licenses.
- Develops and maintains user facing and technical documentation, prepare reports, assists with related administrative records as needed.
- Perform other office related duties as assigned; and may be required to work shifts, weekends, nights, and/or holidays and in secure or restricted access facilities.
- Carries a city issued cell phone after hours and is required to respond to emergency calls from the city or other city agencies

MINIMUM QUALIFICATIONS

Education, Training and Experience

- Graduation from high school or G.E.D.; and
- Any combination of education and experience that could provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would include possession of related technical certifications, in addition to the following:
 1. Associates Degree from an accredited college in Information Systems or closely related field and;
 2. Two (2) years of technical experience in performing a full span of personal computer support activities, including:
 - Computer setup/OS installation
 - Software configuration Network configuration

Licenses, Certificates and/or Special Requirements:

- A valid California class “C” driver’s license, safe driving record, and proof of insurance are required at the time of appointment.
- Cisco CCNA, CompTIA A+, and/or Microsoft certifications are highly desirable
- Other related technical/cyber security certifications are also desirable.

Knowledge, Skills and Abilities

- Knowledge of a wide variety of computer systems/hardware.
- Knowledge of application(s) software, including communications and utilities software; and language and equipment.
- Knowledge of Cisco iOS and VoIP technologies.
- Knowledge and experience in operating, building, maintaining desktop computers utilizing modern Windows operating systems, Group Policies, within a windows based networked environment.
- Ability to interpret system data/error logs.
- Ability to maintain complex information systems.
- Ability to quickly evaluate and diagnose hardware/software errors and problems.
- Ability to communicate effectively orally and in writing.

- Ability to work cooperatively and effectively with departments' staff, users, and others.
- Ability to function independently when needed.
- Ability to work with sensitive & confidential data.
- Must be able to pass a complete POST background investigation.

PHYSICAL DEMANDS

While performing the duties of this job, the employee may stoop, balance, and kneel, and use arms, legs, and back to occasionally lift and/or move up to 50 pounds. The employee frequently stands, walks, sits, and uses a telephone and personal computer with a display screen for extended periods of time. Work requires the ability to adjust focus and use hands and fingers to handle and maneuver objects.

WORKING CONDITIONS

May be required to work shifts, weekends, nights and/or holidays and must respond to emergency calls from the city or other city agencies. Must submit to random drug testing in accordance with the City's drug and alcohol policy.

FLSA Status: Non – Exempt
Bargaining Unit: HMEA
Civil Service Status: Classified

Revised: February 2022
CSC Approval: February 17, 2022

Revised: December 2025
CSC Approval: December 18, 2025

Range Change: Range 27 to Range 30 – Effective 12/27/2025