

TECHNICIAN IV

DEFINITION

Under general direction, provides technical expertise and performs a variety of advanced technical office and/or field support tasks involving the development, operation, enforcement, maintenance, and problem resolution of departmental and/or City-wide systems and functions; may provide lead direction and work instruction to assigned staff; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

This classification receives general direction from assigned administrative and/or management staff. Incumbents may perform indirect supervisory responsibilities involving authority over and review of the work produced as a technical expert but not direct supervision or evaluation of staff.

CLASS CHARACTERISTICS

This is the lead/expert technician level. Incumbents serve as experts by planning and conducting special projects and assignments involving the most difficult, critical, and/or highly technical work responsibilities that require multiple deep technical skills, extensive practical knowledge, and work background. Responsibilities differ depending upon the technical expertise required within the department or function assigned.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Initiates, conducts, and/or provides lead direction on support work for the most difficult, sensitive, and/or highly technical assignments, studies, or projects; monitors processes and timelines; and evaluates final products.
- Assists with developing and implementing new procedures, programs, trends, regulations, and guidelines related to functional operations, compliance and/or enforcement.
- Ensures that the technical functions of the department/division are effectively carried out.
- Monitors and coordinates the daily operation of assigned areas and maintains appropriate records.
- Prepares designs, specifications, and cost estimates for assignments and projects.
- Provides quality control of City functions by reviewing reports, applications, studies, design, and construction; performs enforcement actions to ensure that the quality standards of the City are achieved.
- 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.
- May develop program scripts to facilitate software installations, database activities, and other programming needs.
- May respond to written and verbal requests from a variety of agencies; provides information to City staff, regulatory agencies, other organizations, and the public.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to City or department activities.
- May plan, lead, and review the work product of staff performing technical support work.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information

- and prepare periodic numerical reports.
- 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.
- Develops, organizes, and maintains various administrative, reference and follow-up files, records, and databases; purges as required.
- Coordinates activities with and provides information to contractors and service suppliers.
- 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 mechanical or computer equipment to execute job-related responsibilities and to assure maximum efficiency of processes, standards, and regulations.
- 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; updates inventory and generates inventory reports for reference.
- 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.
- 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.
- 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.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Occupational safety and health rules and regulations.
- Computer applications related to the work, including email, word processing, database, and spreadsheet applications.
- Records management principles and practices.
- Basic theories and methods associated with functional regulation and research.
- 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, by email, and over the telephone.

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 and reports.
- Composing correspondence, informational materials, and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- 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.
- Taking a proactive approach to customer service issues.
- Word processing and entering data into standard computer formats and producing correspondence and reports with speed and accuracy sufficient to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

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:

Four years of responsible experience dealing with the public and working in an organization which will have provided knowledge of the departmental function to which assigned. Experience working in a public agency is desirable.

An associate degree from an accredited college, university, or trade school in a field related to work assigned is desired.

Licenses and Certifications:

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

Senior Building Inspector: Must possess an International Code Council (ICC) Inspector Certification.

Senior Engineering Inspector: Requires the possession of or the ability to obtain a Public Infrastructure Inspector Certification within two years of appointment.

Senior Water Quality Inspector: Requires the possession of or the ability to obtain a Qualified Stormwater Pollution Prevention Plan Practitioner (QSP) certification or equivalent (per the California State Water Resources Control Board) within one year of appointment.

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; mobility to inspect various field sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in

person, over the telephone and a two-way radio. May require the physical stamina to work on uneven terrain; climb and descend ladders; and/or lift and carry equipment and materials weighing up to 60 pounds, unassisted.

Other Requirements:

Attendance at off-hours meetings, off-hours computer maintenance and response to off-hours emergencies may be required. May be exposed to inclement weather conditions, fumes, odors, dust, and potentially toxic chemicals and conditions.

Typical Working Titles included in this classification:

Information Systems Technician
Senior Building Inspector
Senior Engineering Inspector
Senior Water Quality Inspector
Web Specialist

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.