



## OWENS VALLEY CAREER DEVELOPMENT CENTER

Family Literacy, Language Program, Early Head Start  
Tribal TANF, Career Education  
2574 Diaz Lane • P.O. Box 847 • Bishop, CA 93514 • (760)873-5107

**POSITION TITLE: Information Support Technician II**  
**CLASSIFICATION: Non-Exempt**  
**DEPARTMENT: Information Technology**  
**SUPERVISOR: Director of Information Technology**  
**SALARY: \$20.52 to \$33.42 per hour**

### **Position Summary:**

Under the direct supervision of the Director of Information Technology, or designee, the IT Tech II will perform advanced level IT support and assist the Director of Information Technology and the Systems Administrators in the administration and operation of a broad range of network hardware and software, connecting and supporting the computing environments within the Owens Valley Career Development Center.

*This list of duties and responsibilities is illustrative only of the duties performed by this position and is not all-inclusive. Each classification may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.*

### **Essential Duties & Responsibilities:**

- Identify, evaluate, and test hardware and software needed to accomplish organizational and departmental goals.
- Provide administrative tasks, assist other departments with projects as needed.
- Install and configure desktop and laptop software, hardware, operating systems, and OVDC applications on Windows.
- Maintaining system security by adding/deleting users, changing passwords, assigning users permissions.
- Provide direct support and training to end-users, including troubleshooting, resolving/documenting problems.
- Assist in evaluation the impact of new releases of software and hardware.
- Assist in the installation and implementation of new releases of software and hardware.
- Assist in maintaining appropriate up-to-date documentation of IT infrastructure.
- Assist in managing organizational equipment and supplies.
- Able to work with little to no supervision.
- Other related duties as directed.

### **Minimum Qualifications:**

High School Diploma or GED required and an Associate Degree or other relevant training and work experience significant enough to perform the duties of the position. Shall possess and maintain a valid California Class C drivers' license, and qualify for employer insurability, throughout the course of employment. Must successfully pass a pre-employment drug/alcohol screen, and background investigation.

### **Knowledge, Skills, and Abilities:**

- Knowledge of computer hardware and software (Server 2016/2019 and Windows 11).
- Advanced Microsoft Office skills, including installation, configuration, customizing and troubleshooting.
- Basic procedures and techniques used in the diagnosis/repair of computer equipment and related components.
- Knowledge of disk imaging, including understanding the concept, familiarity with imaging tools and formats, experience in disk cloning.
- Ability to read, comprehend, and interpret complex technical reference and training manuals.
- Effectively communicate complex technical and non-technical concepts and instructions to end-users.
- Ability to pull and route CAT5 or CAT6 cable in a data center or new office environment.
- Ability to punch down and strip wire, terminate jacks.
- Ability to test cable/troubleshoot networking issues.
- Knowledge of Cisco VOIP/Networking hardware/software, and IOS basic commands.
- Knowledge of Telecommunications, POTS lines, locating, testing and troubleshooting.
- Basic knowledge of the OSI model and how it relates to technical support.
- Knowledge of Indian community and sensitivity to Indian needs required.
- Knowledge of modern office practices, methods, procedures, and automated systems.
- Knowledge of proper spelling, grammar, punctuation, and basic arithmetic.
- Skill in operating business computers and office machines such as phones, copiers, printers, video/audio components and technology.
- Strong organizational skills, adept at task management, prioritization, and attention to detail.
- Ability to communicate effectively in the English language both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to represent the organization in a professional manner, building respect and confidence in the community.
- Ability to use judgment to plan and accomplish goals.
- Ability to maintain calendars and schedule appointments.
- Ability to maintain confidentiality.
- Ability to handle multiple tasks and meet deadlines.
- Ability to carry out instructions furnished in verbal or written format.

### **Physical Demands:**

While performing the duties of this job, the employee regularly is required to sit; use hands and fingers to handle, or feel; and talk or hear. The employee occasionally is required to stand; walk; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds.

### **Work Environment:**

Work is generally performed in an office setting with a moderate noise level. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required. Travel will be required.

### **Native American Indian Preference:**

Native American Indian preference shall apply to all positions at OVDCD pursuant to the Indian Self-Determination and Education Assistance Act (24 USC 450, et. seq.), 25 CFR 271.44, applicable Tribal Employment Rights Ordinances, and other relevant laws.