

Position: IT Technician	AFSCME Union
Department/Site: City Hall	FLSA: Non-Exempt
Evaluated by: Information Technology Supervisor	Salary Grade: 33

Summary

The IT Technician is a technical position that serves as remote & onsite desktop support for city personnel. This position reports directly to the Information Technology Supervisor. This position may receive support tickets from City Staff and direction from other authorized help desk / network administration support teams.

Distinguishing Career Features

Position is responsible for providing administration and support for all City desktop and peripheral hardware, software, supplies, and related systems; providing primary help desk support to staff and other external customers; support to other Information Technology staff and outsourced vendors; training to city staff on use of peripherals, hardware, and software. This position is the primary support role for all desktop, helpdesk administration and user support.

Essential Duties and Responsibilities

- FUNCTION 1: HELP DESK SUPPORT** Administers and responds to all IT help desk requests, including troubleshooting issues with workstations, mobile devices, VOIP phones, faxes, printers, network devices, and user software. Maintains documentation on desktop, server, and network inventory and licensing. This position deals directly with third-party vendors and may perform regular software backups, deploy security updates/patching, and excellent communication skills. Ability to communicate IT Policy, procedures, and best practices.
- FUNCTION 2: USER SUPPORT:** Provides help desk support (in person, by telephone, remote connection, or e-mail) to staff, vendors, and other external partners and customers. Performs new user training, changes and upgrades to desktop and related systems. Supports application software program(s) including installation and updates to software, resolving issues with networked devices, users, and authentication.
- FUNCTION 3: NETWORK AND SYSTEM MAINTENANCE** Assists in the evaluation, installation, configuration and maintenance of system hardware and software. Assists with the planning and implementation of all helpdesk activities under the direction of other IT staff. Involves setting up AD accounts, repairing or replacing faulty hardware, and configuring network settings. Assists with acquisition, inventory, hardware and software maintenance contracts, image management, upgrade, patching, monitoring, maintenance and troubleshooting.
- FUNCTION 4: Other Specifics Tasks, to include the following:**
- Ability to provide support to end users via on-call rotation and in emergency situations.
 - Basic IP telephony support and voice mail account maintenance.
 - Perform purchase evaluation and participate in negotiations.
 - Work alongside IT Supervisor and other IT staff to ensure software licensing compliance
 - Other duties and projects as assigned.

Qualifications

▪ Knowledge and Skills

- All Microsoft Operating Systems (Windows 7,8,10; Server 2008 and 2012 Platforms)
- MS Office Suite Applications
- Standard desktop software (Flash, Adobe, etc.)
- Basic Network Infrastructure design
- Basic Server Operating Systems
- Basic IP Addressing
- Basic Active Directory Account Maintenance
- Mobile Devices (limited android, windows, IOS smart phone & tablet support)
- Active Directory, group policy and the Windows security model.
- Troubleshooting TCP/IP network environment
- Troubleshooting hardware, PCs, laptops and a variety of mobile devices.
- Basic administration (moves, additions, changes) of various server based applications (Exchange, SQL, AD and local accounts, Content Management Systems, Antivirus.
- Excellent customer service skills

▪ Abilities

- Provide support for Law Enforcement and Public Safety end users.
- Flexible schedule as this job may require extended support hours, occasional night, weekend and some on-call work.
- Communicate effectively with personnel, users, department heads and elected officials and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.
- Exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.
- Communicate clearly, accurately and concisely, both orally and in writing.
- Respond to requests and inquiries from the public.
- Interpret, explain and ensure compliance with departmental policy and procedure.
- Perform basic and advanced mathematical functions.
- Handle multiple projects and assignments. Learn and adapt quickly to an ever changing environment.
- Pass a technical assessment test applicable to the job description.
- Pass CJIS personal technical clearance exam.

▪ **Education and Experience**

- Four year degree in a technical or related field preferred.
- 1+ years' experience in help desk environment with direct contact with customer and end-users
- 2+ years' experience troubleshooting PC desktops and laptops, software, hardware, Microsoft office suites, email, printers and peripherals.
- Microsoft, Cisco, A+/Net+ certifications a plus but not required
- Application industry certifications
- Experience and or education that clearly demonstrates the employee's ability to successfully perform the tasks and skills outlined in the job description.

▪ **Licenses and Certificates**

May require a valid driver's license. Microsoft Certified Professional (MCP) certification preferred. Other related certifications related to the position are highly desired.

▪ **Working Conditions**

Work is performed indoors and outdoors where minimal safety considerations exist.

Created - April 2017

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.