

## POSITION DESCRIPTION

Class Title: IT Technician PT  
Department: Finance  
Date: October 25, 2022

Grade Number: 9/10 (\$18.04 - \$21.23)  
FLSA: Part-time, Non-exempt

### **GENERAL PURPOSE**

Performs a variety of administrative and technical work involved in deploying, supporting, and maintaining information systems and services within the City government. Such systems include, but are not necessarily limited to, desktop computers, servers, printers, and networking equipment.

### **SUPERVISION RECEIVED**

Works under the supervision of and reports to the MIS Coordinator.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Performs troubleshooting and minor repairs on workstations and peripherals.

Performs end-user support for software applications, workstations and peripherals.

Assists in end-user training and education.

Utilize helpdesk reporting and tracking procedures as directed.

Maintains a running inventory of software and hardware assets.

Assists with patch and security audits on all hardware; helps maintain up to date status on all software.

Assists with network monitoring, troubleshooting and administration as required. Assists with network security issues, as directed.

Other duties as assigned.

### **DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

- (A) Graduation from high school or GED equivalent including or supplemented by one (1) year of Technical School education, specifically dealing with Information Technology/Information Systems, or equivalent experience.
- (B) Experience with Microsoft Windows operating systems required. Windows 10/11 experience is required. Office 365 experience is preferred. Windows Server OS familiarity is desired. Experience with general networking protocols, including TCP/IP and SMB, as well as with switching, routing, and basic networking equipment is also desired.

Necessary Knowledge, Skills and Abilities:

- (A) Understand modern computing theory, principles, and practices, management information systems, office automation and computerized office applications; working knowledge of local and wide area networks;
- (B) Skill in operating and supporting computer equipment and software. Good problem solving skills. Desire to learn new applications and technologies.
- (C) Ability to prepare and analyze reports; ability to establish and maintain effective working relationships with employees and city officials; ability to communicate effectively both orally and in writing; ability to work effectively without close supervision.

## **SPECIAL REQUIREMENTS**

Applicant must have a valid state driver's license.

## **TOOLS AND EQUIPMENT USED**

Personal computer, including word processing, database and spreadsheet software; midrange computer system; telephone voicemail system; 10-key calculator; phone; copy and fax machine; and other related tools and accessories.

## **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. While performing the duties of the job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee is occasionally required to stoop, kneel, crouch or crawl. Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must occasionally lift and/or move up to 25 pounds.

## **WORK ENVIRONMENT**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is medium but with constant computer equipment noises.

## **SELECTION GUIDELINES**

Formal application, rating of education and experience; oral interviews and references check; job related tests might be required. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job 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 job change.