

INFORMATION TECHNOLOGY MANAGER

General Statement of Duties

Performs responsible technical work to support the needs of personal computer users in town government.

Distinguishing Features of the Class

An employee in this class provides technical assistance for PC software and hardware used by the town personnel. Work requires technical proficiency and problem-solving ability. Frequent contact is made with internal users and various town departments. Work is performed under the regular supervision of the Director of Information Systems and is reviewed upon completion and through annual appraisals.

Illustrative Examples of Work

Provides user help in person, by telephone, by email, and by written instructions.

Conducts training in the use of personal computers and various software.

Finds, analyzes and repairs software and hardware errors with diagnostic tools to troubleshoot system and user problems.

Researches and recommends products and emerging technologies to meet user needs; advises on software methods to improve efficiency; provides specifications for new equipment.

Sets up data backup; recovers lost/deleted files; rebuilds corrupt data and repairs.

Installs and configures new laptops and desktops; sets up user and email accounts; installs network equipment, including switches, routers and servers.

Troubleshoots handheld devices, GPS software, laptops in vehicles, plotters and scanners.

Provides support to 911 system.

Performs related duties as required.

Knowledge, Skills, and Abilities

Work requires thorough knowledge of personal computers, operating systems, software, and peripheral equipment used by the town.

Work requires thorough knowledge of instruction and training techniques associated with the use of personal computers, software and peripheral equipment.

Work requires thorough knowledge of the current literature, trends and developments in the field of personal computers and personal computer software.

Employee must be skilled in the use of popular computer-driven word processing, spreadsheet, database and file maintenance programs, and other common office programs.

Employee must have the ability to exercise initiative and independent judgment in analyzing and applying standards to a variety of situations.

Employee must have the ability to exercise tact, courtesy and firmness in frequent contact with a variety of town personnel.

Physical Requirements

Must be able to physically perform the basic life operational support functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, walking, pushing, pulling, fingering, grasping, feeling, talking and hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force to move objects.

Worker must possess the visual acuity to prepare and analyze data and figures, operate a computer terminal, read extensively, visually inspect small defects or parts, operation or inspection of machines, use measurement devices, and assemble parts at distances close to eyes.

The worker is subject to both inside and outside conditions.

The worker is required to function in narrow aisles or passageways.

Desirable Education and Experience

Formal specialized training in computer science as a supplement to a high school diploma and some experience in computer system support and/or networked systems support.

Special Requirements

Microsoft Operating System Certification

Fair Labor Standards Act (FLSA) Status

Exempt

2017