

## **INFORMATION TECHNOLOGY TECHNICIAN**

### **General Statement of Duties**

Performs routine to complex technical work in the maintenance and troubleshooting of desktop/laptop software, hardware, printers and other end-user computer peripherals and network-attached devices.

### **Distinguishing Features of the Class**

An employee in this class provides technical assistance for PC software and hardware used by the Town personnel. Work involves providing identification, resolution, escalation, referral, and follow up on desktop/laptop application issues; performing the installation and maintenance of computers, application software, client systems and all other end-user items in support of the Town's networks and systems; providing the implementation of system and software upgrades; performing the maintenance of user's network connectivity; providing other user based administrative duties; tracking and documenting support activities; assisting other department personnel in carrying out strategic initiatives. Work requires technical proficiency and problem-solving ability. Frequent contact is made with internal users and various town departments. Work is performed under the limited supervision of the Chief Information Officer and is reviewed upon completion and through annual appraisals.

### **Illustrative Examples of Work**

Implements goals and objectives, policies and priorities of the Information Technology Department as proposed by CIO.

Provides user help in person, by telephone, by email, and by written instructions to support end user computing needs.

Troubleshoots, maintains, and repairs various IT equipment including but not limited to desktop computers, laptop computers, mobile data terminals, connectivity equipment, station cabling, printers, etc.

Serves as the backup person for the performing daily backup and recovery duties for all servers and data.

Analyzes, assesses, and repairs software and hardware errors and malfunctions using diagnostic tools to troubleshoot computer devices and user problems.

Deploys desktops replacements and upgrades desktop hardware and software as needed.

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

Develops scripts to install and setup various software packages in MSI and EXE format to be deployed locally or via network.

Uses active directory to modify user accounts and assign users to the appropriate security groups.

Installs and configures a variety of hardware and software as needed including aircards and wireless devices, VoIP telephone systems, copiers, mobile data terminals, antivirus software,

## GIS

software, document management software, security updates software, door access control software, asset management database, and desktop imaging software.

Implements policies and priorities of the Information Technology Department through receiving work requests from the CIO.

Researches, evaluates, recommends, and implements new technology that may enhance and improve the overall technical functionality of all TOK operations.

Receives and/or reviews various records and reports including user problems and requests, software/computer updates and patches, virus information/logs/updates, computer/network error messages, computer industry information, web site data/changes, task/work orders, updates from vendors, and employee change request as assigned by the CIO.

Prepares and/or processes various records and reports including e-mail/user account, implementation schedule, technical information, software installation documents, needed upgrades-patches, hardware and software recommendations, and problem tracking and documentation.

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.

Interacts and communicates with various groups and individuals including CIO, computer users, information technology support group, information technology industry, computer vendor's software and hardware, Town employees, department heads, vendors, other information technology professionals, and the general public.

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, 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 50 pounds of force occasionally and/or up to 20 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**

Graduation from a two year technical or community college in information systems and networking related field of study and experience of a progressively responsible nature, or an equivalent combination of education and experience.

### **Special Requirements**

CompTIA's A+ Certification and Microsoft Certified Professional (MCP) preferred but not required.

### **Fair Labor Standards Act (FLSA) Status**

Non-exempt

2021