

POSITION DESCRIPTION

Class Title: IT Systems Tech

Job Code Number:

Department: Information Technology

Grade Number: PM1

Date: June 21, 2023

GENERAL PURPOSE:

Participates in maintaining technology systems and related equipment for area of assignment; provides technical support to City departments and end users; diagnoses and troubleshoots technical issues; and performs other related duties as assigned.

SUPERVISION RECEIVED:

Works under the direct supervision of Information Technology Manager.

SUPERVISION EXERCISED:

None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Field incoming service desk incidents and requests and provide courteous and timely initial support and assistance to end users in compliance with organizational service level agreements.
- Perform post-resolution follow-ups to ensure resolution and end-user satisfaction.
- Administers Active Directory Services; sets up system users, rights, and security.
- Trains and instructs City employees in the use of desktop computers, notebook computers, peripherals, software, and/or telephone equipment.
- Assist in implementing and managing cloud, SaaS, and hosted applications.
- Manage network printer installation and driver maintenance.
- Install or replace network cabling properly identifying ports and utilizing proper cable management materials and supplies.
- Monitor systems for security threats or unauthorized users and utilize security systems to ensure data integrity and restrictive access to approved users.
- Manage and maintain citywide anti-virus and anti-spam solutions.
- Perform routine preventive maintenance on hardware to achieve optimum performance.
- Manage, administer, and support the City's VoIP telephone equipment.
- Assist with the deployment of switches, routers, firewalls, and wireless access points.
- Assist in managing the Audio/Video equipment in the Commission Chambers.
- Assist in managing the City's building access system and City's surveillance systems.
- Assist in developing and maintaining PC, mobile and network standards, hardware inventory and software licensing documentation.
- Assists with Emergency Operations Center technology operations when needed.
- Compiles, maintains, and files all physical and computerized reports, records, and other required documents.
- Assists with the daily operations and serves as a backup to the Information Technology Manager.

PERIPHERAL DUTIES

- Follows procedures outlined in the City's Disaster plan for recovering all data, software, and equipment.
- Provides user support for the City's VOIP phone system.
- Provides support to city departments to update and manage the content of the city's website.
- Assists in posting agendas, meeting materials, and recording city meetings.
- Must be able to participate in rotating weekly or bi-weekly 24x7 on-call Helpdesk duty to support the Police Department, Police Dispatch, and Fire Department.
- Must be able to work outside on surveillance cameras and P2P equipment.
- Performs other related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school or GED equivalent.
- (B) Associate degree with major coursework in Computer Science/IT, desired.
- (C) Comptia A+ and Microsoft Certified Professional certifications, desired.

Necessary Knowledge, Skills, and Abilities:

- Ability to work with multiple operating systems and network protocols.
- Strong ability to analyze and resolve computer network problems.
- Ability to prioritize and work on several tasks simultaneously: work effectively under pressure.
- Strong organizational, communication, listening and interpersonal skills.
- Keen attention to detail, accurate work, utilize work time properly and productively; meet deadlines and follow through in the completion of projects.
- Ability to communicate ideas in both technical and user-friendly language.
- Ability to work in a team-oriented collaborative environment while maintaining a positive attitude.
- Must be able to assess problems and situations and be able to anticipate needs and evaluate alternatives.
- Must have ability to work independently, have a willingness to take initiative, and perform duties with only general minimum supervision.
- Must have the ability to maintain confidentiality.
- Must have a sound working knowledge of position principles, procedures, techniques, and equipment.
- Must be able to formulate, initiate and administer policies and procedures.
- Preferably knowledge of Active Directory and Microsoft 365.
- Ability to manage systems to support client/server, Cloud, SaaS, and web hosted applications.
- Knowledge of TCP/IP protocol, DNS and DHCP.
- Ability to work with network infrastructure including routers, switches, P2P, and firewalls.
- Knowledge and ability to work with scripts and automation.
- Skill proficiency in Microsoft Office and Adobe software.
- Knowledge of website software, maintenance, and creation.
- Ability to use modern tools to research and compile information quickly.
- Ability to handle confidential information with complete discretion.
- Ability to work evenings and weekends. Ability to serve "on call" duty assignments.

SPECIAL REQUIREMENTS

- Applicants for this position must pass a Criminal Justice Information Systems (CJIS) fingerprint-based background check and maintain CJIS eligibility within 30 days of employment.
- This work may require the employee to be available other than regularly scheduled working hours to oversee system changes and to resolve major operational problems.
- Always have and maintain a working telephone.
- Must have a valid driver's license.
- Information Technology Certifications are a plus.

TOOLS AND EQUIPMENT USED

To perform this job effectively, you will need to be familiar with the variety of tools and equipment used in the Information Technology department. Some of the most common include ticketing systems, remote desktop software, hardware diagnostic tools, software diagnostic tools, and knowledge base software.

PHYSICAL DEMANDS

The physical demands described 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 this job, the employee is regularly required to use hand dexterity and fingers, to handle feel and manipulate small screws and fittings, tools, or controls and reach with hands and arms. The employee frequently is required to talk or hear to interpret and convey instructions and warnings in a loud tone. The employee is occasionally required to stand, walk, sit, climb, or balance, stoop, crouch, or crawl, push, and pull.

The employee must frequently lift, and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing 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 this job, the employee regularly works in an office setting. The noise level in the work environment is usually moderate. Occasionally, work may be performed outdoors in varying weather conditions. In some cases, issues cannot be resolved over the phone or remotely and require travel to other departments within the City.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may 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.

Approval: _____

Approval: _____

Effective Date: _____

Revision History: _____