



Job Description
Job Code: 231
Range: 19

INFORMATION TECHNOLOGY TECHNICIAN I

DESCRIPTION: Under direct supervision by the Information Technology Manager (I.T.M.), is responsible for providing technical solutions in support of software and hardware, operating systems, advanced PC applications, and Internet and website services. Detailed knowledge of local and wide area network hardware and software, demonstrating knowledge of network technology, including server and workstation configuration, operating system installation, and maintenance.

CLASSIFICATION: This is a non-exempt, full-time, classified position with full benefits.

ESSENTIAL FUNCTIONS: Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this classification.

TASKS:

- Analyze and resolve network connectivity, enterprise applications, PC software and hardware problems, generally in person, over the phone, through email requests or utilizing remote control technology.
- Administer network workstations, utilizing one or more TCP/IP or non-TCP/IP networking protocols. Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
- Provide technical assistance as a resource to staff in all departments regarding computer difficulties; analyze departmental problems and recommend solutions to meet operational needs.
- Document trouble calls in a call tracking system and assign calls involving extended research to appropriate group for resolution as needed.
- Install, configure and maintain personal computers, file servers, Ethernet networks, network cabling, and other related equipment, devices, and systems; adds or upgrades and configures workstations, printers, and related equipment; adds and deletes users in Active Directory, Lync and Exchange.
- Perform and/or oversee software and application development installation, and upgrades.
- Maintain site licenses on all City owned software for department/organization.
- Troubleshoot networks, systems, and applications to identify and correct malfunctions and other operational difficulties.
- Develop and conduct training and instruction for system users on operating systems, relational databases, and other applications; assist users in maximizing use of networks and computing systems.
- Anticipate communication and networking problems and implement preventative measures. Establish and perform maintenance programs following company and vendor standards.
- Ensure timely user notification of maintenance requirements and effects on system availability. Investigate, recommend and install enhancements and operating procedures that optimize network availability.
- Document network problems and resolutions for future reference.
- Provide computer orientation both hardware and software to new City staff.

Information Technology Technician I – (Continued)

- Answer questions and provide information to departments regarding proper use of software packages, PC's, and peripherals. Coordinate and manage projects for departmental computer moves, new system installations and software upgrades.
- Assist in evaluating and making recommendations regarding the performance and needs of City computing resources.
- Deploy software applications and software upgrades using remote network deployment technology. Develop and maintain procedures manuals as required; obtain training manuals from vendors as needed.
- Contact authorized service vendors to report non-functional computer equipment and schedule onsite repairs.
- Maintain software and hardware inventory across the City enterprise.
- Maintain the City website; adding/removing information, and ensure proper security is in place for the website. Perform other duties/ projects as assigned.

SECURITY

- Must be able to obtain DPS Level D Terminal Operator Certification (TOC).
- Must pass background check equivalent to that performed on police officers.
- Must pass polygraph.
- Must pass fingerprint check.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have technical knowledge of smart phones and their capabilities.
- Knowledge of security fundamentals including public safety security protocols.
- Must be familiar with Voice over Internet Protocol (VoIP) technology.
- Must have familiarity with the following: All Windows operating systems, including those dating back to Windows XP, Windows Server 2008 and newer, MS Office Professional, TCP/IP protocols, Cat-5/6 cabling/punch down, and Ethernet 10/100/1000 topology. Ability to communicate in non-technical terminology.
- Must possess good analytical skills.
- Must be able to travel some.
- Ability to learn and support new systems and applications.
- Requires good interpersonal skills.
- Wi-Fi knowledge.
- Working knowledge of MS Active Directory domains.
- (Preferred) Experience creating and modifying websites.
- (Preferred) Experience with Cisco IOS

PHYSICAL REQUIREMENTS: 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 this job, the employee is occasionally required to stand, walk, use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms. The employee is occasionally required to sit, climb or balance, stoop, kneel, crouch or crawl, talk, and hear. The employee must occasionally lift and/or move heavy packages and equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.

MINIMUM REQUIREMENTS: Associate of Arts degree with major course work in computer information systems or a related field or any combination of experience and training that would provide the required knowledge and abilities. Must possess and maintain a valid Arizona driver's license. May be required to work other than normal business hours, including weekends and holidays.