



Job Description
Job Code: 233
Range: 21

INFORMATION TECHNOLOGY TECHNICIAN II

DEFINITION: Under direct supervision by the Information Technology Manager (ITM), this position is responsible for providing technical solutions in support of software and hardware, operating systems, advanced PC applications, and Internet and website services. Position requires detailed knowledge of local and wide area network hardware and software; network technology; server and workstation configuration; and 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:

- Install, set up and monitor local area network (LAN).
- Perform a variety of maintenance, evaluation, installation and training tasks to ensure LAN performance meets City and user requirements.
- Diagnose software and hardware failures; analyzes issues, develop and document solutions. Inform users of system-wide issues and resolutions.
- 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, servers, Ethernet networks, network cabling, and other related equipment, devices, and systems; add or upgrade and configure workstations, printers, and related equipment.
- Add, maintain, and remove users from Active Directory, Exchange, Lync, and SharePoint.
- Determine users' needs for hardware and software; obtain quote, prepares requisition request, and send to I.T.M. for approval.
- 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.
- 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.
- Maintain software and hardware inventory across the City enterprise.
- 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.

Information Technology Technician – (Continued)

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

- Must have knowledge and experience in Network Design, Development and Administration.
- 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 95, Server/MS SQL, MS Office Professional, Microsoft Exchange, IPX and TCP/IP protocols, Cat-5/6 cabling/punch down, and Ethernet 10/100/1000 topology.
- Ability to communicate in non-technical terminology.
- AIX Operating System a plus.
- Must possess good analytical skills.
- Must be able to travel some.
- Ability to learn and support new systems and applications.
- Requires good interpersonal skills.
- (Preferred) Microsoft Certified Systems Engineer Certification (MCSE).
- (Preferred) Cisco Certified Network Administrator (CCNA).
- (Preferred) Wi-Fi knowledge.
- (Preferred) Working knowledge of Virtual Private Networks (VPNs) and domains.

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 QUALIFICATIONS: 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. Bachelor's Degree in Computer Information Systems or related field is highly desirable. Minimum of 2 years work experience with computer systems and/or networks. Must possess and maintain a valid Arizona driver's license. May be required to work other than normal business hours, including weekends and holidays.