



INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

Department: **Management Information Systems** Class Code: **23**
Reports to: **Information Technology Manager** FLSA Status: **Non-Exempt**

GENERAL PURPOSE: Under general supervision, provides first level technical support and assistance for all Town staff with the operation, troubleshooting, repair, training, upgrades and maintenance of desktop computer systems, servers, telecommunications, networking hardware and other related systems.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Monitoring help desk requests, documents the requests, responds to appropriate actions in person or on phone to carry the requests to resolution.
- Install, configure, troubleshoot, repair, move and upgrade both computer desktop hardware and software.
- Maintain inventory and documentation on computers, software and other Information Technology (IT) equipment
- Maintenance of software licensing compliance records and information.
- Website updates, modifications and content development/creation, as well as management and assistance to other staff in posting their departmental content and information.
- Assist Sr. IT staff with various server, networking and IT related installations, configurations, repair and management.
- Assist all staff with basic user account management, password resets and changes.
- Conduct special projects as assigned and attend project meetings, provide status reports as required, insuring all reports are accurate and expediently prepared.
- Assist all Town staff with a variety of advice or research to aid in making informed IT decisions for the Town.
- Assist with telecommunications, audio/visual support, maintenance and repair.
- Respond to email, voicemail, file maintenance, updating work logs and other general administrative tasks.
- Maintains the integrity, professionalism, values and goals of the Town by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Supports the relationship between the Town and the constituent population by demonstrating courteous and cooperative behavior when interacting with residents, visitors and Town staff; enthusiastically promotes the Town's goals and priorities in compliance with all policies and procedures.
- Performs related duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

Associates degree in Computer Information Systems or Information Technology. Two years of IT-related technical training or job experience. Experience in computer hardware troubleshooting and repair, networking and Microsoft Windows and Office use.

Required Licenses or Certifications:

Possession of a valid State of Arizona driver's license.

Required Knowledge of:

JOB DESCRIPTION

IT Support Technician

- Installations, configurations, upgrades, troubleshooting and repair of the following:
 - Computer desktop systems
 - Microsoft Windows operating systems
 - Printers, copiers and scanning equipment
 - Switches, Routers, Firewalls, wireless equipment and access points
- Understanding of:
 - HTML, CSS, JavaScript and other web-based technology
 - Microsoft Office Suite applications (practical use in business)
 - TCP/IP networking protocols
 - Windows Servers, Active Directory
 - Ethernet cabling
- Ability to effectively use basic construction power and hand tools

Required Ability to:

- Communicate effectively, both orally and in writing.
- Receive instructions, both orally and in writing.
- Effectively problem solving and analyzing skills that can be conducted with limited supervisory oversight.
- Assess and prioritize multiple tasks, projects and demands.
- Operate a variety of various computer hardware and software.
- Effectively train staff in the use of various hardware and software.
- Exhibit excellent customer service skills.
- Provide strong interpersonal skills when working with staff to gain understanding of the scope of a problem to ensure accurate diagnosis and resolution.
- Remain flexible.
- Demonstrate respectful sensitivity to others.
- Demonstrate sound work ethics

Physical Demands / Work Environment:

Constant computer usage required. Work is performed primarily in an office environment. Work involves sitting or standing at a counter/desk 80% of the time and walking or performing other various duties 20% of the time. Both indoor and outdoor work will be necessary with occasional exposure to hot and cold temperatures. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 50 pounds. Will be required to stoop, kneel, crouch, bend, crawl or climb ladders for equipment installation, maintenance and repair. Work may involve accessing small spaces to include attics, crawl spaces and other areas where network wiring may be or may need to be installed. Vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Core values: Integrity, Teamwork, Respectful, Communication, Service, Leadership, Innovation

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
	3/2017			18	Non-exempt	
		7/2019		20	Non-exempt	
		7/2023		23	Non-exempt	

APPROVED: _____

DATE: _____