COOPER CITY, FLORIDA
CLASS DESCRIPTION

CLASSIFICATION TITLE: TECHNICIAN, SENIOR IT

JOB TITLE: Technician, Senior IT Systems

REPORTS TO: Manager of Information Systems

ROLE & LEVEL: T3

FLSA STATUS: Non-exempt

GENERAL DESCRIPTION OF DUTIES

The IT Technician is responsible for analyzing, designing, installing, configuring, maintaining, and repairing network servers, systems, and subsystems. Oversees the computer/server operation and environment. Provides direction, information, and recommendations regarding network configurations and installations.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS
The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Creates and Implements computer networks (intranet, Internet, Physical and Virtual Servers, VLAN creation, etc.) to ensure effective and efficient running of the network.
- Utilizes client and server network software for monitoring and maintaining network and telecommunication systems.
- Maintains network operations and software applications, operating systems, and performs regular maintenance.
- Manages assigned projects and program components to deliver services in accordance with established objectives.
- Acts as point of escalation and Subject Matter Expert for service incidents and issues.
- Responds to inquiries from staff, administrators, service providers, site personnel, outside vendors, etc. to provide technical assistance and support.
- Supervises the administration of system and server related networks to ensure availability of services to authorized users.
- Troubleshoots malfunctions of network hardware and software applications, telephones, and security systems to resolve operational issues and restore services.
- Provides primary support for firewalls and internal security applications.
- Provides support for all internally used applications (Windows-based).
- Performs related duties as required.

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KNOWLEDGE, SKILLS, & ABILITIES

- Knowledge of Nutanix Clusters, Palo Alto Firewall, Dell computer hardware and networking equipment, BS&A ERP, Unifi environment, Unitrends, Desktop Central, and A/V Broadcast Equipment.
- Knowledge of data processing systems, concepts, and methodologies.
- Skill in Microsoft Office product environment (O365, Hybrid Exchange Server).
- Network Troubleshooting and configuration.
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work.
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes.
- Ability to implement effective and innovative software development methodologies.

EDUCATION & EXPERIENCE

Associate degree in computer technology, computer science, information technology or related field; supplemented by three or more years' experience in network and application support; Network+ or Cisco Certified Network Associate (CCNA) certification required or received within 6 months of employment, or an equivalent combination of education, certification, training and/or experience. Must possess a Florida driver's license.

PHYSICAL REQUIREMENTS

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking, or standing. Tasks may involve extended periods of time at a keyboard or workstation and extended periods of time standing and/or walking. Tasks are regularly performed inside without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes). Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

CLASSIFICATION TITLE: TECHNICIAN, IT

Acknowledgement:

Signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. Employee is expected to adhere to all policies.

Signature: _____ Date: _____

The City of Cooper City, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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