

Senior IT Technician



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. -Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

The Senior 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 directions, information, and recommendations regarding network configurations and installations. [Reports to the Finance Director.](#)

ESSENTIAL JOB FUNCTIONS (examples, not all-inclusive)

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.

Along with the City's outsourced IT vendor:

- Creates, Implements computer networks, and maintains (intranet, Internet, Physical and Virtual Servers, VLAN creation, etc.) to ensure [the](#) 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 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 [the](#) 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 other duties as directed.

QUALIFICATIONS

Education and Experience:

Bachelor's degree in computer technology is preferred (Two years of relevant experience may be substituted for each year of required education),~~;~~ supplemented by three (3) years of experience in a related field~~;~~ or an equivalent combination of education, training, and experience. Additional qualifying experience or completion of coursework at an accredited college or university in a job-related field may substitute on a year-for-year basis for one year of the required experience or education. ~~Possess or be able to obtain a valid State of Florida driver's license by the date of hire~~Possess or be able to obtain a valid State of Florida driver's license within 30 days of hire.

Knowledge, Skills, and Abilities:

- 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.

Preferred:

- Knowledge of Nutanix Clusters and Hyper-V
- Knowledge in- Palo Alto Firewalls, Dell computer hardware and networking equipment, BS&A ERP solution, Unifi wireless environment, Unitrends DRaaS solution, and Endpoint Central Management Software
- Knowledge with A/V Broadcast Equipment.

PHYSICAL/MENTAL DEMANDS

Tasks involve the ability to exert light physical effort in sedentary to light work, ~~but~~ which may involve ~~some~~ lifting, carrying, pushing, and pulling ~~of~~ objects and materials of light-weight (5-10 pounds). Tasks may involve extended periods ~~of time~~ at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.

WORKING CONDITIONS

General office setting: frequent interruptions and many deadlines to meet.