IT Technician

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodation 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 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.

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.

- Designs computer networks (intranet, Internet, FTP servers, web-mail, etc.) to ensure the effective and efficient running of the network.
- Installs client and server network software for upgrading 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.
- 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.
- Analyzes and recommends solutions, upgrades, and services for streamlining and process improvements.
- Trains and informs end-users on Cyber Security best practices.
- Configures, implements, and maintains DRAAS solution.
- Provides backup support for firewalls and internal security applications.
- Provides support for Microsoft Windows applications.

- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

High School Diploma or equivalent. Associate's degree in computer technology, computer science, information technology, or related field is preferred; One or more years' of experience in network and application support; or an equivalent combination of education, certification, 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 hireMust possess a Florida driver's license.

Knowledge, Skills, and Abilities:

- Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Knowledge of data processing systems, concepts, and methodologies.
- Skill in Microsoft Office products (Outlook, Word, and Excel).
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work.
- Ability to clearly communicate and understand information in English, both orally and in writing.
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processesprocess improvements.
- Ability to implement effective and innovative software development methodologies.

PHYSICAL/MENTAL DEMANDS

Depending on the functional area of the assignment, tasks involve the ability to exert light physical effort, usually involving some lifting, carrying, pushing, and 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 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.

WORKING CONDITIONS

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