



JOB DESCRIPTION

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| Title: | Information Technology Support Technician | Department(s): | Finance |
| Reports to: | IT Administrator | Location: | Municipal Building |
| FLSA: | Non-Exempt | Pay Grade: | Salary Resolution |
| Shift: | Day | Status: | Full-Time |
| Bargaining Unit: | None | Date | September 2023 |

JOB SUMMARY

The IT Support Technician receives IT-related concerns and then proceeds to diagnose and solve these issues, ensures the regular maintenance of the City's IT infrastructure, resolves software & hardware problems, configures computer systems, installs and maintains software, provides technical assistance to users, and communicates effectively with end users of all technical skill levels to solve issues that arise. Work is performed with a high degree of initiative and independent judgment in developing, evaluating, and deploying solutions. Must be skilled in the use of time management and quality practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list of duties and responsibilities is not all inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary.

- Advises staff on appropriate procedures for directing their IT-related queries & recommendations.
- Receives and documents support requests through telephone calls, e-mail, text, in-person, or via ticketing system.
- Decides on the most suitable ways of providing aid to users.
- Configures new desktops, laptops, tablets, cell phones, routers, modems, and similar devices.
- Performs routine inspections and upkeep of existing installations.
- Updates computer operating systems and other important software.
- Substantiates requests for hardware and software purchases and upgrades, if appropriate.
- Provides suggestions on appropriate training for staff.
- Writes training manuals and trains users in how to use enterprise-level hardware and software.
- Oversees the daily performance of the City's computer network & systems and evaluates software programs with regard to their usefulness.
- Tests potential hardware and software for the City and provides feedback to shareholders.
- Assists the IT Administrator in the creation and deployment of best practices.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Aids in assigning and classifying Helpdesk Support Tickets.
- Other duties as assigned

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

- Experience as a desktop support technician or equivalent.
- Associate's degree or higher in a computer or technical-centered discipline and/or IT certifications such as CompTIA A+ or Network +.
- Capability to deliver in-person and remote IT aid.
- Knowledge of municipal organizations and their services and operations.
- Understands the basic principles of Information Technology Information Library (ITIL).
- Experience as a user in a Microsoft environment.

Language Skills

- Ability to analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives. Ability to compare, count, differentiate, measure, copy, record and transcribe data and information. Ability to classify, compute, tabulate, and categorize data.
- Ability to persuade, convince, and/or train others.
- Ability to communicate orally and in writing with City personnel, Department personnel and City residents. This may be done in email, by phone, or in person.

Mathematical Ability

- Ability to calculate percentages, fractions, decimals, volumes, ratios, present values, and spatial relationships.

Reasoning Ability

- Ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory and/or judgmental criteria.
- Ability to work well under pressure and handle stressful situations, to organize work and set priorities, managing time and resources to meet deadlines and changing demands within the entire operation of administrative services, perform duties with a minimum of supervision.

Other Qualifications

- Have, or have the ability to obtain, a Driver's License as driving is a necessity to and from filming events. Equipment will need to be transported to events.

Physical Demands

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 frequently required to sit and talk or hear. The employee is required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.
- Specific vision abilities required by this job include close vision, ability to adjust focus, and the ability to sustain prolonged visual concentration.
- Requires the ability to operate, maneuver and or provide simple but continuous adjustment on equipment, machinery and tools such as computer and other office machines, and or materials used in performing essential functions.
- Ability to coordinate eyes, hands, feet and limbs in performing slightly skilled movements such as typing and to operate various pieces of office equipment.
- Ability to recognize and identify degrees of similarities and differences between characteristics of colors, shapes and textures associated with job-related objects, materials and tasks.
- The employee must exert light physical effort in sedentary to light work, occasionally involving lifting, carrying, pushing, pulling, crouching, crawling, kneeling, stooping and or moving up to 40 pounds.
- Around 75% of work performed in an office setting.
- Often working alone under light supervision.
- Ability to lift and carry at least 50lbs.
- Travel to off-site locations is required.

The City of Whitewater is an Equal Employment Opportunity. In compliance with the American 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.

SELECTION GUIDELINES

- Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.
- Nothing in this job description reflects management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.
- The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Acknowledgement: _____ Date: _____

The above statements reflect the general details necessary to describe the principle functions of the occupation described and shall not be construed as a detailed description of all the work requirements that may be inherent in the occupation.

Supervisor Date

Department Head Date

Human Resources Date

City Manager Date