

**CITY OF BLACK HAWK
2016 Job Description**

JOB TITLE:	IT Support Technician	DEPARTMENT: IT
REPORTS TO:	Information Technology Manager	EXEMPT: No
HIRING RANGE: \$25.4251 - \$29.2389 / HR		

SUMMARY:

This position consists of administrative and technical work in providing all related computer support issues and performing in a backup capacity for the Information Technology Manager. The primary function of this position is to work directly with technology users via email, telephone or onsite. This position will also be expected to exercise interpersonal communication skills as well as having high level skills to solve technology problems.

ESSENTIAL DUTIES & RESPONSIBILITIES: The following duties & responsibilities are illustrative only and are not intended to be all inclusive:

- Assist the Information Technology Manager with the City's data network including monitoring network usage, programming and upgrading network switches and routers, evaluate new services and methodology available from vendors. Maintain City firewall including spam filter, anti-virus, content filter and intrusion protection.
- Assist the Information Technology Manager with the City's computer hardware and software including hardware repair, system building, software installation and maintenance. Work extensively with user departments to develop or modify data processing and office automation systems; coordinate testing and evaluation of computer hardware and software on Intel based desktops, laptops and servers running various versions of Microsoft Windows operating system (Win XP, Win7/8, Win2003, Win2008, and Win2012).
- Assist the Information Technology Manager with the City's server farm including email servers (Exchange), file servers (Microsoft Windows Server), FTP servers, Terminal Service servers (Remote Desktop), Backup servers, GIS server (SDE), Document Server, Accounting Server (Innoprise), Police RMS server (eForce), Voice Mail server, and Patch server.
- Assist the Information Technology Manager with the City's telephone network including add/modify/delete of new phone, cabling building and offices, programming Avaya IP Office VoIP, digital, and analog voice devices, and maintaining Avaya Voicemail Pro system.
- Assist the Information Technology Manager with the City's copiers including reviewing department copier needs, evaluating prospective copier vendors and leases.
- Assist the Information Technology Manager with the City's networked and standalone fax machines.

- Assist the Information Technology Manager in providing Help Desk/PC support to end-users answering technical questions related to minor software and/or hardware problems, or to direct the users to appropriate training sites for answers.
- Serve as a representative in meetings and interactions with City staff and other individuals or agencies outside the organization.
- Assist the Information Technology Manager in preparing the department's budget; develop an overall equipment replacement plan for City equipment; prepare new computer specifications; coordinate with purchasing the actual purchase; review and evaluate bids for any computer or telecommunications equipment.
- Assist the Information Technology Manager in overseeing the establishment and maintenance of network users, user environments, directories, and system security; upgrade hardware and software components as required; oversee daily computer operation.

SUPERVISORY RESPONSIBILITIES:

None.

QUALIFICATIONS:

Education – Associates Degree from a college or university in Information Technology, Computer Science, or Business Administration with an emphasis in Information Technology, or another computer based degree

Knowledge - Solid knowledge of the principles, practices and techniques of PC hardware configuration; of PC and network operating systems; Exchange based e-mail systems; LAN/WAN systems; relational database structure and programming; Web development methodology and a basic understanding of the various programming languages used on today's computers. Strong knowledge of various network architecture methodologies. General knowledge of VoIP based telephone systems with emphasis on Avaya systems.

Experience - Minimum of Two (2) years progressively responsible experience in data processing environment one (1) of which must be in the administration and management of information technology systems; experience with client server environment and supervisory experience required **or**

Any equivalent combination of training and experience that provides evidence that the applicant possesses the required knowledge, skills and abilities.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL SETTING

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 regularly required to talk or hear. The employee frequently is required to stand, walk, sit, and use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to reach with hands or arms;

climb or balance; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision and distance vision.

COMMENTS:

The intent of this classification is to describe the types of job tasks and levels of responsibility and difficulty required of persons assigned to this classification title. This is not to be considered a detailed description of every duty/responsibility of the job.

The City of Black Hawk is an Equal Opportunity Employer. Pursuant to the *Immigrations Reform and Control Act*, it is the City's intention to hire only individuals who are United States citizens or aliens authorized to work and live in the United States.