



## JOB DESCRIPTION

Title: **SENIOR I.T. TECHNICIAN**  
Department: Information Technology  
Class Code: 3170  
FLSA Status: Non-Exempt  
Effective Date: July 1, 1998 (Rev 03/2022)

### GENERAL PURPOSE

Under the general supervision of the IT Support Supervisor, performs complex professional work with computer hardware, software, and network systems. Installs and supports network servers including operating systems and applications software. Installs and supports personal computers, and network operations; provides hardware and software planning and evaluation; provides problem solving and training for end users; and ensures systems efficiency and integrity. Provides research and support for new technologies to be used in the City environment.

### ESSENTIAL DUTIES

- Assists with Server installations and setups. This is to include Multi platforms such as Windows servers, Linux and Unix servers, and VMWare ESX servers. Builds network servers. Builds and installs personal computer hardware and software packages.
- Responsible for the maintenance and software updates to Parks Sportsman's server, Fire Department Imagetrend Server, Police Internal Affairs Server, Active Directory, Desktop Management servers.
- Researches, configures and installs personal computer software packages, software upgrades, PC Support, Operating System upgrades and maintenance, internal/external modems, etc.; upgrades hardware and software to meet user needs. Supports and assists with Tyler-Munis system as needed. Some SQL database knowledge.
- Assists with the installation of the Exchange Email Client applications, including smart phones.
- Installs Complex Software for Desktop Management. This includes Asset Management, Remote Control, Software Delivery, and Desktop Maintenance. Creates and installs packages and deploying system updates.
- Provides advanced complex hardware and software phone support for ShoreTel IP phone system and call recording system, throughout the entire city, as delegated by supervisor.
- Works with the Systems Administrator and Network Administrator positions in ensuring smooth network connectivity for all public safety software on desktops and laptops. Also assists with the installation and configuration of the Public Safety software on the desktop PCs.
- May perform all duties of the Systems Administrator and Network Administrator and positions when they are absent and provide second tier support for these positions.
- Identifies and corrects operational problems on City employee computers systems. This to include all Hybrid software for each department.

- Provides training to customers in the use of their software, hardware, and phone systems.
- Assembles and installs PC hardware, investigates and resolves routine hardware and communications problems.
- Understands and uses PC computers including peripheral devices, laptops, smart phones, and other mobile devices. Understands and uses all windows operating systems, Linux, and Unix.
- Performs system administrative duties; installs new operating systems, operating system and security updates, and application system software.
- Assists Network Management including development implementation of wiring configuration standards connectivity solutions, overall network operation systems, network software, server hardware configurations, network file systems and directory structure. LAN/WAN System integrity and security. Assists the IT Support Supervisor with installation and configuration of network hardware and software.
- Assists the IT Support Supervisor in preparing the IT networking budget by recommending purchases of hardware and software needed to operate the network, servers, and desktop PCs.
- Assists in evaluating end user needs and recommends appropriate equipment and software configurations.
- Assists the Senior Recreation Center with their lab computers as well as connectivity on their wireless network for senior citizens to use.
- Assists with the support of the Power and Water department's SCADA systems.
- Performs other related duties as required.

## **MINIMUM QUALIFICATIONS**

### Education and Experience

- AA degree in computer science or related field plus three (3) years of computer experience working with networks and computers or equivalent combination of education and experience.

### Special Requirements

- Flexible work schedules, occasional evening and weekend work.
- A minimum of two (2) certifications from any of the following software and hardware vendors: LANDesk, ShoreTel Phone Systems, Microsoft, Corel, and Access Data.

### Necessary Knowledge, Skills and Abilities

- Must have a working knowledge of WAN/LAN topologies and architectures, PC and Server operating systems including Windows 10, Windows 11, Windows Servers, Microsoft Active Directory and Domains, Microsoft DNS, Microsoft SQL Server.
- Must have a fundamental knowledge of ip phone telephony to assist Network Administrator.
- Thorough knowledge of computer fundamentals, thorough knowledge of computer and peripheral and software operations including word processing, spreadsheets, database management, system management software, and development tools.
- Must be able to demonstrate skill in the use and repair of computer equipment and software.

- Ability to model programs and systems to the needs of users for desired results, understand and follow oral and written instructions, explain technical material in layman terms, and develop effective working relationships with customers, co-workers, and Administration.
- Ability to make contacts with other departments, requiring tact and judgement to avoid friction, frequent contacts with others on matters requiring explanations and discussions, frequent contacts involving the carrying out of programs and schedules, regular outside contact with people requiring tact and judgement.
- Understands principles of data communications including Ethernet, modem, and vpn setup and installation, and problem determination/resolution.

**TOOLS & EQUIPMENT USED**

- Personal computer, including word processing and spreadsheet software; network equipment and software; fax and copy machine.

**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; talk or hear; use hands to finger, handle, feel objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk.
- The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

H. R. DEPT. APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_