



Title: IT Technician I

FLSA Status: (Non-Exempt)

BRIEF DESCRIPTION:

The purpose of this position is to provide first level technical helpdesk support for users of all IT supported systems, applications and services. This is accomplished by assisting with the deployment, installation, maintenance and repair of computer applications, stand-alone and networked hardware, and application deployment. This position requires participation on a rotation schedule for On-Call After-Hours support, which includes evenings, holidays, and weekends. Other duties may include completing related tasks as assigned.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Responds to requests from City employees regarding hardware, software, telecommunications, or network problems or questions; identifies and analyzes problem and provides solution.
2	S	Assists with troubleshooting, and support of the city-wide resources such as pc's, laptops, printers, fax, and scanners.
3	S	Determines users needs for hardware and software; obtains quotes and prepares requisition and purchase orders.
4	S	Maintains administrative records pertaining to maintenance schedules and procedures, adds and terminates users, maintains service records, special access requests, and scheduled upgrades.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements	
Experience	2-4 years experience. Considerable previous experience required in the same or similar previous positions. The job requires a sound knowledge of common and uncommon techniques, concepts, methods, practices, use of forms, routines, etc., of complex nature.
Education	Two year college program or equivalent combinations resulting in accumulation of similar knowledge or skills.
Technical Skill	Advanced technical skills. Work requires advanced skills, specialized knowledge, and extensive expertise in approaches and systems.
Physical Demands	Work requires moderate physical exertion. Forces exerted are equivalent to lifting between 10 and 25 pounds. Job requirements for manual dexterity or physical manipulation are also moderate. The need for physical stamina and endurance is of some significance. The degree of physical strain produced on the job is moderately taxing, and is fatiguing. Work could involve a considerable amount of walking, standing, a confining or tiring work position, or constant periods of sitting in one position where the freedom does not exist to walk about.
Contacts	Contacts are an integral part of the job as work involves internal and external contacts for the purpose of problem-solving with respect to matters of considerable importance to the organization requiring tact, diplomacy and persuasiveness and/or where no guidelines exist. Improper handling could affect relationships between departments or functions. Contacts are frequently at the same or higher levels. Interactions may affect City business. Work involves regular contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or a regular requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.
Accountability	Decision/action situations have a significant impact on the organization. Errors are difficult to detect and result in immediate impact on resources and continuing influence on operational effectiveness. Revenue, productivity, service, quality, security of assets or external relationships may be adversely affected. Corrections may be more costly than original action.
Environment	Exposure to moderately adverse and undesirable environmental conditions. Some health and safety adverse risks. May require safety equipment and precautions.
Safety	Work involves few, if any, duties that if incorrectly performed could present a safety risk to others.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certifications & Other Requirements	CompTIA A+ Hardware/Software Certification



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "S"				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work site, observing work duties, communicating with co-workers
Sitting	F	Desk work, meetings, driving
Walking	R	To other departments/offices, around work site
Lifting	F	Supplies, files
Carrying	R	Supplies, files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	O	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	O	Under equipment
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	R	Stairs, step stools
Balancing	R	On step stools
Vision	C	Reading, computer screen, driving
Hearing	C	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls	R	Driving
Other		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Standard office equipment, and vehicle.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never
-Health and Safety Factors-						-Environmental Factors-				
Mechanical Hazards			N			Respiratory Hazards			N	
Chemical Hazards			N			Extreme Temperatures			N	
Electrical Hazards			R			Noise and Vibration			N	
Fire Hazards			N			Wetness/Humidity			N	
Explosives			N			Physical Hazards			N	
Communicable Diseases			N							
Physical Danger or Abuse			N							
Other										

PROTECTIVE EQUIPMENT REQUIRED:

None.

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			F
Emergency Situation			R
Frequent Change of Tasks			F
Irregular Work Schedule/Overtime			R
Performing Multiple Tasks Simultaneously			F
Working Closely with Others as Part of a Team			F
Tedious or Exacting Work			O
Noisy/Distracting Environment			O
Other			

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			