

City of Caldwell

Class Specification

Class Title	I.T. TECHNICIAN
Job Valuation Number	1960
FLSA Designation	Covered
Pay Grade	Level 7
Effective Date	December 2022

General Statement of Duties

Individual maintains the automated data systems for server hardware, server operating systems, server administration, Virtual Machine (VM) administration, network printing systems and storage systems, and internet access and usage; performs various troubleshooting tasks as necessary to ensure satisfactory performance and maximum effectiveness of the City's systems; responsible for direct support of the servers and related projects; and performs related work as required.

Classification Summary

The primary focus of this position is to provide technical support services to the various City's Departments. As daily tasks are performed and routinely requested by many individuals, general direction will come from the IT Director. Considerable leeway is granted for exercise of independent judgment and initiative. Due to the nature of some facility information, this position requires a high level of confidentiality. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with all City employees and the public. The duties involved in this position require a wide variety of working environments including general offices, secure facilities and industrial settings.

Examples of Essential Work (Illustrative Only)

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Plans, acquires, installs, configures and maintains a variety of server operating systems including the server hardware, memory, controllers, redundant array of independent disks (RAID) settings, disk drives and power supplies;
- Analyzes power requirements so that backup systems can be properly sized;
- Monitors performance and server platform tuning, network bandwidth usage, and storage system performance and usage;
- Tests and installs upgrades, patches and server packs;

- Creates and maintains a patch update schedule;
- Establishes and maintains virtual server systems;
- Troubleshoots and maintains all applications, servers, including physical and virtual servers, and LAN/WAN switch and router problems;
- Configures firewall and proxy systems to city standards and installs and configures firmware updates;
- Maintains standards of operations and systems security consistent with city policy;
- Plans, develops and implements folder and directory changes and updates;
- Adds, deletes and modifies user and group accounts, assigns proper security rights and network printing resources;
- Troubleshoots printing issues and installs, tests and configures firmware updates;
- Works with users on printer driver configurations;
- Provides budget information for future hardware and software additions or enhancements;
- Plans hardware and software rotation cycles, configuration and use of network hardware and software;
- Maintains service logs and monitors service agreements, warranties and site licenses;
- Manages internet access by installing, configuring and implementing internet access security systems;
- Creates user access groups and assigns appropriate access rights for internet use;
- Creates and monitors internet access and usage, and prepares usage reports for management;
- Manages network and user files;
- Performs system backups and restores;
- Maintains network security and user accounts;
- Configures system for growth;
- Troubleshoots and maintains backup systems;
- Maintains a working relationship with related business entities in order to provide and share beneficial information;
- Interacts with other City departments and departmental personnel in the communication of information and safeguards confidential information;
- Performs all work tasks and activities in accordance with City policies, procedures and safety practices;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Responds to questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with others to maximize the effectiveness and efficiency of City operations and activities to help keep a positive work environment;
- Attends approved meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned areas;
- Respects the opinions of others and maintains a positive and professional working relationship with employees and the public;
- Accepts and performs in a timely and effective manner changes in work assignments and/or how work is performed;
- Performs related work as required.

Required Knowledge, Skills and Abilities

- Knowledge of installation, maintenance and operation of server hardware and software, including servers, SAN's, printing systems, operating systems such as Windows server and VMware, backup systems and software, enterprise applications such as, document imaging and antivirus software packages;
- Ability to network equipment and other related systems;
- Ability to manage and maintain a Mitel system;
- Ability to manage and maintain a Hyper-V system;
- Ability to manage and maintain a municipal scale Wi-Fi network;
- Ability to quickly learn new systems and support those same systems;
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time sensitive deadlines;
- Ability to think and act clearly under extremely stressful situations;
- Ability to work independently;
- Ability to match data processing techniques to specific user functions;
- Ability to detect and define obscure problems and propose feasible, cost-effective solutions;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate, comprehensive and tactful reports containing findings and recommendations;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- General knowledge of government processes and applications;
- Effectively provide backup solutions for City data;
- Integrity, ingenuity and inventiveness in the performance of assigned projects and tasks.

Acceptable Experience and Training

- Graduation from an accredited college or university with an Associate's Degree in Information Technology, Computer Science or related field; and
- Four years of experience in systems software, hardware, system analysis, design, programming or network (voice/data) implementation.
- Possession of current certifications in MSCA (Microsoft), MSCE (Microsoft), CCNA (Cisco) preferred.
- Any equivalent combination of experience, training and education to meet the criteria for this position, including certifications and degrees in related fields of study.

Required Special Qualifications

- Must possess a strong working knowledge of server technology to include Windows

- Server as well as a strong networking knowledge with experience in the same;
- Experience providing expert level tech support, preferably in a Windows Environment.
- Knowledge of Hyper-V systems desirable;
- Subject to a background check.

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials and information;
- Sufficient memory retention and concentration, with or without reasonable accommodation, which permits the employee to multi-task and focus on details;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to handle a variety of records, files, software, and hardware, and to operate a personal computer and various office equipment;
- Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to function in a general office and industrial environment; ability to work in confined spaces; ability to bend, crouch, kneel, reach, and climb.

Approved By: _____
I.T. Director

Date: _____