POSITION DESCRIPTION
CITY OF GREENFIELD, INDIANA

POSITION: **Information Technology Technician Level II**
DEPARTMENT: **Information Technology**
WORK SCHEDULE: **8:00 a.m. — 4:00 p.m., M-F**
JOB CATEGORY: **PAT (Professional, Administrative, Technological)**

DATE WRITTEN: May 2022   **STATUS: Full-time**
DATE REVISED: February 2024   **FLSA STATUS: Non-exempt**

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The City of Greenfield provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or essential functions of the job unless the accommodation would cause an undue hardship.

The Technician Level II analyzes problems and provides technical assistance, support, and advice to end users for hardware, software, and systems. The role works closely with Technician Level I to study and resolve computer software and hardware problems of users; acts as a contact for users having problems using computer software, hardware, and operating systems; determines whether problem is caused by hardware, software, or system; and answers questions, applying knowledge of computer software, hardware, systems, and procedures. This role also supports the Technical Level III and the IT Director with network configuration, support, and security.

DUTIES:
- Performs general problem solving and assistance on diverse software applications, hardware systems and network access for department users. Support will include phone, email and in person, often traveling to the department to work with the end user and transporting equipment as needed.
- Acts as a liaison between end users and the Information Technology unit to communicate problems and viable solutions.
- Coordinates, maintains, and inputs applicable records such as, but not limited to, network users, security, and tracking inventory levels of equipment and materials.
- Provide support in monitoring and maintenance of the network including servers, network infrastructure, internet filtering systems and wireless networks.
- Responsible for managing and administrating VOIP phone server and endpoints.
- Responsible for managing and administrating mobile phones and devices replacement schedules and troubleshooting.
- Install structured cabling in inside and outside facilities not limited to cat5e, fiber, multi-conductor comm wiring, power, and conduit.
- Assist in designing, implementing, and supporting wired and wireless networks.
- Provide support for testing new equipment and software programs; installation and configuration of hardware and/or software, security updates and patches.
- Provides support and maintenance for printing equipment.
- Maintains end user accessibility to printing equipment.
- Manage Help Desk and related duties.
- Review log file data on various systems to see what occurred overnight.

- Communicates with vendor's technical staff concerning troubleshooting of vendor products.
- Maintains technical procedures, documentation, operational instructions and/or project or work order status.
- Participates in review, evaluation and recommendation of solutions relating to hardware and software acquisitions and/or network updates.
- Maintains awareness of current cyber security threats, technology development and tools through technical forms and web pages.
- Maintains currency of knowledge with respect to technology, equipment, applicable laws, regulations, standards and/or system
- Responds to emergencies on 24-hour basis from an off-duty status.
- Performs miscellaneous job-related duties as assigned.

I. JOB REQUIREMENTS:
- Ability to meet all hiring requirements, including possession of department required certifications and passage of a medical exam and a drug test.
- Working Knowledge of network operating systems and network management tools/testing equipment and equipment (routers, servers, switches, firewalls, VOIP, workstations and various computer operating systems.
- Working knowledge of network protocols and technologies such as but not limited to TCP/IP, DNS, DHCP, VLANS, etc.
- Experience installing and maintaining Microsoft Windows Domains, Microsoft Windows Servers and Workstations, Ubuntu Servers and Workstations, VMware Environment, FreePBX Servers.
- Experience in troubleshooting hardware and software issues.
- Experience installing and or maintaining security systems and video surveillance.
- Experience installing, troubleshooting, and maintaining building security, card access, etc.
- Experience with cyber security and network security.
- Knowledge of English grammar, spelling, and pronunciation, and ability to prepare detailed reports.
- Ability to effectively communicate in a courteous and tactful manner with co-workers, other City departments, supervisors, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.
- Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.
- Ability to comply with all employer and department policies and work rules.
- Ability to make simple arithmetic calculations, compile, collate, and classify data.
- Ability to coordinate, place, make determinations, act based on data analysis.
- Ability to work alone with minimum supervision and work with others in a team environment.
- Ability to work on several tasks at the same time and complete assignments effectively amidst frequent distractions and interruptions.
- Ability to understand, memorize, retain, and carry out instructions and present findings in oral or written form.
- Ability to occasionally work extended hours, evenings, and/or weekends, and travel out of town for seminars.
- Possession of a valid Indiana driver's license and demonstrated safe driving record.
- Comfortable working in ceilings and on ladders.
- Ability to work outside in poor weather conditions.

II. EDUCATION REQUIREMENTS:
- High school degree or equivalent Diploma or GED
- Associate's degree in computer science, information systems, or 3 years of experience in related field required
- Preference given to candidates with the following: MSCE, Network+, Server+, A+, UniFi Wireless Admin(UWA),UniFi Routing, Switching & Cybersecurity Admin (URSCA), MikroTik Certified Network Associate(MTCNA), MikroTik Certified Routing Engineer(MTCRE)

III. DIFFICULTY OF WORK:
- Incumbent performs duties according to policies and procedures and objectives. Analysis and independent judgment is needed in selecting the appropriate guidelines, instructions or rules to apply to specific tasks.

IV. RESPONSIBILITY:
- Incumbent performs standard, recurring duties according to Department policies and procedures determined by service needs of the public, and supervisor. Incumbent's assignments are made by an immediate supervisor. Errors in incumbent's work are usually prevented and detected through procedural safeguards and notification from other departments/companies/agencies/public/customers. Undetected errors may result in loss of time to correct errors and work delays in other departments/agencies.

III. PERSONAL WORK RELATIONSHIPS:
- Incumbent maintains frequent contact with co-workers, other City departments, supervisors, and the public for the purpose of explaining and interpreting policies and procedures.
- Incumbent reports directly to the Information Technology Director.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT:
- Incumbent performs duties in a computer server center and workshop environment, involving sitting for long periods, working in a noisy environment, bending, reaching, keyboarding, close vision, hearing sounds/communication, and depth perception. Incumbent may occasionally work extended hours, evenings and/or weekends, and travel out of town for seminars.
- Exerts up to 50 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull or otherwise move objects, including the human body.
- Sedentary work involves sitting most of the time.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Information Technology Technician in the Information Technology Department describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes _____   No _____

_____   _____
Applicant/Employee signature   Date

_____
Print or Type Name

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JOB POSTING
CITY OF GREENFIELD, INDIANA

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