

Middletown, CT Job Description

Classification Title	IT Support Technician
Job Code	
Department	IT
Union Group	AFSCME 466
FLSA Status	
Pay Grade	

PURPOSE OF POSITION

The purpose of this position is to provide technical, network, and Help Desk assistance to personal computer users within the City ~~with high concentration on public safety divisions~~ and to troubleshoot equipment or other network problems. ~~The work is performed under the supervision of the Infrastructure Manager and the Director of Information Systems.~~

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Sets up computers. ~~Installs basic and specialized software.~~ ~~Refurbishes old computers.~~ ~~Helps set up and wire new system users.~~ Upgrades hardware and replaces hard drives and memory. ~~adds new hard drives, more memory, new processors, etc.~~
- Troubleshoots and resolves software and hardware problems. ~~Answers support questions via phone and e-mail.~~ Instructs users in the use of hardware and software. ~~coordinates services and support by vendors; maintains service company logs.~~ ~~Researches complex computer problems.~~ ~~Responds to emergencies.~~
- ~~Discusses and helps solve problems with consultants; provides input into future direction of the department; discusses computer software/hardware upgrades with Department Heads and Directors.~~ Supports local area network, which includes wiring, data jacks and equipment.
- ~~Analyze public safety requirements and provide recommendations for system improvements.~~ Creates new user network and email accounts.
- ~~Instructs users in the use of hardware and software.~~ ~~Provides training manuals and classes to users; writes training manuals.~~ Installs network cables and/or network drops.
- ~~Maintains high standards for customer service and response times.~~ Installs, configures and troubleshoots software.

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- ~~• Acts as first point of contact for public safety departments technology issues.~~
- ~~• Works with specialized software vendors to correct problems with their systems.~~
- ~~• Maintains and updates inventory of all PCs; corresponds with insurance inventory.~~
- ~~• Troubleshoots user accounts on LAN; performs monthly backups on LAN.~~
- ~~• Build local area networks including wiring and equipment setup as needed.~~
- ~~• Troubleshoots printer problems.~~
- ~~• Works with recycling coordinator to dispose of old equipment in accordance with DEP regulations.~~
- Perform other related duties as assigned.

MINIMUM JOB QUALIFICATIONS

Education and Experience

~~Associate's degree in Computer Science or a related field with three (3) years of related experience or any combination of education and experience that provides equivalent knowledge, skills and abilities.~~ High School Diploma or equivalent and at least one year of experience.

Appropriate education substitutions can be made.

Other

- Position requires possession of a valid Connecticut driver's license. Candidate must complete and satisfy a background review. CompTIA A+ Certification.

PREFERRED QUALIFICATIONS

Associate's degree in Computer Science or related field and at least three years of related experience.

KNOWLEDGE, SKILLS, and ABILITIES

- ~~• Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and~~

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~~referencing such to established criteria to define consequences and develop alternatives.~~
Knowledge of hardware and network basic functions

- ~~• Requires the ability to persuade, convince, influence, train and monitor, in favor of a desired outcome. Requires the ability to act as a lead person.~~
- ~~• Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information such as billing invoices, inventory reports, diagrams, documentation, service logs, programs, manuals, specifications, diagrams, contracts, procedures and non-routine correspondence.~~
- ~~• Requires the ability to communicate orally and in writing with the Coordinator of Information Services and all department personnel, City Department Heads and employees, consultants, training facilities, vendors, and the public.~~
- ~~• Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages and decimals; may require the ability to perform mathematical operations with fractions and algebra.~~
- Knowledge of local and wide area networking concepts, components, and software. ~~Experience with Microsoft Windows computer systems.~~
- ~~• Familiarity with mini, midrange, or mainframe systems.~~
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Handle common inquiries or complaints
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Ability to Compare data from a variety of sources for accuracy and completeness

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- Ability to Verify and maintain accuracy of detailed data and information, detect data errors
- Ability to Mmeet schedules and deadlines of the work unit
- Ability to Communicate in English effectively orally and in writing
- Ability to Maintain well-organized materials, files, systems and tools
- Ability to Aadapt to changes in work situations and priorities
- Ability to Reason/analyze; use logic to identify and resolve problems
- Ability to Evaluate, organize, and summarize data and information
- Ability to Establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities
- Ability to Satisfy the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines, printers, vehicles, and/or related materials used in performing essential functions.~~
- ~~Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.~~
- ~~Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing up to sixty pounds.~~
- ~~Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.~~

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Exerting up to 50 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.

WORKING CONDITIONS

The working conditions 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.

- ~~• Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.~~

Position requires stooping, kneeling, crouching, reaching, climbing, balancing, pushing, pulling and lifting.

The City of Middletown, CT is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Date created:	03/08/15
Dates revised	