



JOB DESCRIPTION

Title:	I.T. TECHNICIAN II
Department:	Information Technology
Class Code:	3170
FLSA Status:	Non-Exempt
Effective Date:	July 1, 1998 (Rev 07/2025)

GENERAL PURPOSE

Under the general supervision of the IT Support Supervisor, performs complex professional work with computer hardware, software, and network systems 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 to include Multi platforms such as Windows servers, Linux and Unix servers, and VMWare ESX servers. Builds and installs personal computer hardware and software packages.
- Maintains and updates servers city-wide.
- 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; provides hardware and software planning and evaluation. Supports and assists with Tyler-Munis system as needed.
- Assists with managing all city-wide mobile devices, including configuring them for city use, setting up email accounts, and deploying necessary applications.
- Installs complex software for desktop management, including Asset Management, Remote Control, Software Delivery, and Desktop Maintenance. Creates and installs packages and deploys system updates.
- Assists in providing primary phone support for the city phone system and call recording system, city-wide, as delegated by supervisor.
- Works with the Systems Administrator and Network Administrator to ensure smooth network connectivity for all public safety software on desktops and laptops. 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 in their absence and provides second tier support for these positions.
- Identifies and corrects operational problems on City employee computer systems, 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.
- 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; problem-solves and provides training to end users.
- Assists the Senior Recreation Center with their lab computers and wireless network.
- Assists with the support of the Power and Water department's SCADA systems.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- Associates 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: Desktop management software, phone systems, Microsoft, or any other applicable software vendors related to city functions.

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, Linux and Unix.
- 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.
- Understands principles of data communications including Ethernet, modem, and vpn setup and installation, and problem determination/resolution.
- 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, vendors, and people, which requires tact and judgement to avoid friction; frequent contact with others on matters requiring explanations and discussions and carrying out of programs and schedules.

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 manipulate, 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: _____