JOB DESCRIPTION

JOB IDENTIFICATION

Job Title:	IT Tech I/Web Support	*Pay Grade:*	EAP-7
Department:	City Manager/IT	*FLSA Status:*	Non-Exempt
Location:	Engineering/IT Building	*Reports to Position:*	IT Director
Effective Date:	July 19, 2021		

JOB SUMMARY

Under supervision of the IT Director, plans, creates, edits and publishes information on City websites, social media accounts, and digital signs; produces new content and writes it in an interesting and appealing manner for publication; liaises with various departments to ensure the information is accurate and up to date. When there are no web editing duties to be performed, this position installs, maintains, troubleshoots and upgrades computer hardware, software and peripheral equipment while ensuring optimal workstation performance; troubleshoots problem areas in a timely and accurate fashion; assesses user training needs and trains users in effective use of applications; accurately documents instances of hardware failure, repair, installation and removal; prepares documentation and provides user assistance to all City staff; and performs related work as required.

ESSENTIAL JOB DUTIES/RESPONSIBILITIES

The following duties are normal for this position. The omission of specific statement of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned and expected aside from those set forth below to address operational needs and changing operational practices.

- Planning, creating, editing, and publishing information on websites, social media, etc.
- Researching, writing and presenting text in an interesting and appealing manner
- Posting (uploading) material on to websites, often using a content management system (CMS). This will include being able to interpret vague or broad requests submitted
- Making sure site content is kept up to date
- Editing and proofreading text produced by departments
- Adhering to content and editorial guidelines
- Attending content planning meetings with other departments

- Installing, maintaining, troubleshooting and upgrading computer hardware, software and peripheral equipment
- Staffing a centralized help desk to facilitate exchange of information and advice
- Training users in effective use of applications
- Providing user assistance to all City staff
- Writing and maintaining technical process documentation and user manuals.

QUALIFICATIONS

Education and Experience Guidelines
Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities required for this position would be:

Education/Training
High School Diploma or GED

Experience
Previous experience in website editing and computer support

Licenses or Certifications Required
Possession of a valid driver's license from state of residence as some intra city travel or out of town training may be required

The following generally describes the knowledge and abilities required in order to successfully perform the assigned duties of the position:

Knowledge of:
- HTML and CSS
- Back end development for sites on the WordPress, Joomla or Drupal content management systems
- Social Networking sites such as Facebook and Twitter
- Optimization of graphics and photos
- Supporting desktop and laptop personal computers as well as their peripherals
- Installing, configuring, and upgrading operating systems and software
- Installing, assembling and configuring computers, monitors, and peripherals such as printers, scanners and related hardware
- Joining a computer to a domain
- Terminating network cables, toning/tracing lines and running cables to accommodate new telephone and/or computer services

Ability to:
- Diagnose and resolve incidents in a fast paced environment
- Learn new software packages
- Maintain current knowledge of computer hardware/software

- Be a self-starter
- Maintain good organization
- Maintain good communication and interpersonal relationships
- Proficiently write and edit data and text
- Work evenings and weekends to accommodate service outage windows for major upgrades and maintenance

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with the Americans with Disabilities Act, the City encourages both prospective and current employees to discuss potential accommodations needed to perform the essential duties of this position.

Environment: Work location will primarily be in a standard office setting; however, special events requiring work may be held outdoors out of town travel for training events, conferences and meetings may also be required

Physical Demands: See accompanying page for details

Key Working Relationship: IT Director, Department Heads, Assistant Department Heads, Office Managers, City Manager, City Clerk

APPROVAL/ACKNOWLEDGEMENT

_____	IT Director	_____
Department Head	Title	Date

_____	HR Director	_____
Human Resources Director	Title	Date

_____	City Manager	_____
City Manager	Title	Date

_____   _____

Incumbent Employee Printed Name and Signature   Date

PHYSICAL REQUIREMENTS – IT TECHNICIAN I/WEB SUPPORT

	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
LIFT/CARRY				
1-10 lbs				X
11-20 lbs				X
21-50 lbs			X	
51-75 lbs		X		
76-100 lbs	X			

	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
PUSH/PULL				
1-10 lbs				X
11-20 lbs				X
21-50 lbs			X	
51-75 lbs		X		
76-100 lbs	X			

	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
MOVEMENT				
Bend/Stoop/Twist			X	
Crouch/Squat			X	
Kneel/Crawl			X	
Reach Above Shoulders			X	
Reach Below Shoulders			X	
Repetitive Arm Use			X	
Repetitive Wrist Use			X	
Repetitive Hand Use				
a) grasping			X	
b) squeezing			X	
Climb Stairs/Ladder			X	
Uneven Walking Surface		X		
Even Walking Surface			X	

HEARING/VISION/DEXTERITY	N/A	AVERAGE	LOW
Hearing Acuity		X	
Visual Acuity		X	
Manual dexterity		X	

	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
EQUIPMENT USE & OPERATION				
Motor Vehicle		X		
Heavy Equipment (Backhoe, dump truck)	X			
Large Apparatus (Fire Truck, Street Sweeper)	X			
Small Equipment (Mower)	X			
Handheld tool/equipment (tamps, weed eaters, shovel)	X			

WORK WITH/NEAR	Rare	Occasional	Frequent	Continuous
Machinery	X			
Electricity			X	
Power Tools		X		
Impact Tools		X		
Chemicals	X			
Fumes	X			
Heights		X		

ENVIRONMENT	Rare	Occasional	Frequent	Continuous
Indoors				X
Outdoors		X		
Extreme Heat	X			
Extreme Cold	X			
Dusty	X			
Excessive Noise	X			
Other (explain)	X			

ENDURANCE		
Task	Hours at One Time	Total Hours in an 8 Hour Day
Sit	4	4
Stand	3	3
Walk	1	1

Additional Considerations (including clarification of any of the above)