JOB DESCRIPTION

JOB IDENTIFICATION

Job Title:	IT Technician II	*Pay Grade:*	EAP-8
Department:	City Manager/IT	*FLSA Status:*	Non-Exempt
Location:	Engineering/IT Building	*Reports to Position:*	IT Director
Effective Date:	July 3, 2024		

JOB SUMMARY

Under the supervision of the IT Director, the IT Technician II leads and coordinates with lower-level IT technicians to ensure the effective installation, maintenance, troubleshooting, and upgrading of various hardware, software, and communication equipment. This role encompasses a broad range of responsibilities beyond desktop support, including the installation and configuration of smartphones, tablets, security cameras, DVRs, body-worn cameras, tasers, LPR cameras, public safety radio and communications equipment, drones, and more. The IT Technician II ensures optimal performance and addresses problem areas in a timely and accurate manner while assessing user training needs and providing necessary training. This position also accurately documents instances of hardware failure, repair, installation, and removal, and provides user assistance to all City staff. The IT Technician II performs related work as required to achieve the objectives of the department.

SUPERVISION EXERCISED: This position does not typically supervise, but leads and coordinates with lower-level IT technicians to to achieve the objectives of the department.

ESSENTIAL JOB DUTIES AND/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.

• Install, maintain, troubleshoot, and upgrade a wide range of hardware and software, including computer systems, smartphones, tablets, security cameras, DVRs, body-worn cameras, tasers, LPR cameras, public safety radio and communications equipment, and drones
• Lead and coordinate with lower-level IT technicians to facilitate the resolution of technical issues and achieve departmental objectives
• Provide intermediate troubleshooting for hardware, software, network connectivity, and peripheral equipment issues
• Staff a centralized help desk to facilitate the exchange of information and advice
• Train users in the effective use of applications and various hardware devices, and provide user assistance to all City staff
• Write and maintain technical process documentation and user manuals

• Pull cable and/or direct the rewiring of cables as required for new installations and office reconfiguration
• Terminate network cables, tone/trace lines, and run cables to accommodate new telephone and/or computer services
• Climb and work on ladders for camera installations and cabling above head
• Accurately document instances of hardware failure, repair, installation, and removal
• Coordinate with vendors and service providers for equipment repairs and maintenance
• Perform routine server maintenance tasks, monitor system performance, and ensure system availability and reliability
• Perform other duties of a similar nature or level as required
• Stay updated on emerging technologies and industry trends
• Identify opportunities for process optimization and efficiency improvements
• Provide backup and support for the City's first-level technical support staff and is part of a 24/7 on-call rotation that must be able to respond within forty (40) minutes

QUALIFICATIONS

Education and Experience Guidelines

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

Education and Training

Associate's Degree in Information Technology required

Experience

Five (5) years experience in technical support, desktop support, or a similar role required

Licenses or Certification Required

Possession of a valid driver's license from state of residence

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

Knowledge of:

• Advanced diagnostic, repair, and testing skills for a wide range of hardware and software issues
• Installation, configuration, and upgrading of various operating systems, software, and hardware devices
• Installation, assembly, and configuration of computers, monitors, and peripherals such as printers, scanners, smartphones, tablets, and security devices
• Intermediate understanding of network devices and appliances
• Maintain current knowledge of hardware/software developments and best practices

Ability to:

• Diagnose and resolve incidents in a fast paced environment
• Identify and analyze moderately complex technical problems, evaluate alternative solutions and make sound judgments, especially in stressful situations
• Perform moderately technical work independently, exercise sound judgment and initiative
• Organize and expedite workload, initiate work projects and to work independently
• Work independently to install, configure, troubleshoot, and repair IT hardware and software
• Interact with end-users of varying skill levels and to provide appropriate training and assistance
• Prepare effective written reports and correspondence, and deliver effective oral communications
• Lead meetings and provide direction/instruction in both verbal and written form
• Document operations and procedures
• Establish and maintain effective working relationships with other employees
• Work evenings and weekends to to meet the needs of the City
• Work in a constant state of alertness and in a safe manner

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 accommodation needed to perform the essential duties of this position.

Environment: Primarily indoors, with some outdoor work necessary for cabling installations

Physical Demands: See Accompanying Page

Key Working Relationships: IT Director, IT staff, and personnel with computer access

APPROVAL/ACKNOWLEDGEMENT

_____

Department Head

IT Director
_____

Title

_____

Date

_____

Human Resources Director

HR Director
_____

Title

_____

Date

_____

City Manager

City Manager
_____

Title

_____

Date

_____

Incumbent Employee Printed Name and Signature

_____

Date

PHYSICAL REQUIREMENTS –

	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				✓
11-20 lbs				✓
21-50 lbs			✓	
51-75 lbs		✓		
76-100 lbs	✓			

	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				✓
11-20 lbs				✓
21-50 lbs			✓	
51-75 lbs		✓		
76-100 lbs	✓			

	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			✓	
Crouch/Squat			✓	
Kneel/Crawl			✓	
Reach Above Shoulders			✓	
Reach Below Shoulders			✓	
Repetitive Arm Use			✓	
Repetitive Wrist Use			✓	
Repetitive Hand Use				
a) grasping			✓	
b) squeezing			✓	
Climb Stairs/Ladder			✓	
Uneven Walking Surface		✓		
Even Walking Surface			✓	

	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		✓		
Heavy Equipment (Backhoe, dump truck)	✓			
Large Apparatus (Fire Truck, Street Sweeper)	✓			
Small Equipment (Mower)	✓			
Handheld tool/equipment (tamps, weed eaters, shovel)	✓			

	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
WORK WITH/NEAR				
Machinery	✓			
Electricity			✓	
Power Tools		✓		
Impact Tools		✓		
Chemicals	✓			
Fumes	✓			
Heights		✓		

	Rare 0%-10% of the time	Occasional 11%-33% of the time	Frequent 34%-66% of the time	Continuous 67%-100% of the time
ENVIRONMENT				
Indoors				✓
Outdoors		✓		
Extreme Heat		✓		
Extreme Cold		✓		
Dusty		✓		
Excessive Noise		✓		
Other (explain)	✓			

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)

Must be able to climb and work on a ladder for security camera installations and cabling above head

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