

Job Title: <u>Information Technology Technician</u>		Job Number: 1870
Job Classification: <u>Professional / Technical</u>		Physical Type #1
Reports to: Information Technology Manager	Department: Information Technology	Pay Grade: 222 Non-Exempt

PRIMARY DUTY: Under general supervision, provides first-level technical support for City employees for the Information Technology (IT) Department; maintains computer hardware, software and specialty equipment.

ESSENTIAL FUNCTIONS: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge and skills. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities may include, but are not limited to, the following:*

- Maintains and upgrades hardware, peripherals, specialty equipment and software applications; responds to requests for assistance, provides first-level technical support and resolves problems within scope of authority and training; duties may vary according to job assignment.
- Provides technical support and training and implements solutions according to IT Department procedures.
- Adds new users and sets access controls; maintains, tests and troubleshoots desktop systems.
- Performs system maintenance and updates according to IT Department procedures and industry standards.
- Refers complex problems to senior technical staff and tracks the problem until it has been resolved.
- Supports the relationship between the City of Waco and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors and City staff; maintains confidentiality of work-related issues and City information.
- Performs other related and assigned duties as required.
- Driving is essential.

KNOWLEDGE AND SKILLS:

Knowledge:

- City policies and procedures and current IT operations, policies and procedures.
- Computer hardware, software and peripheral equipment maintenance and troubleshooting techniques.
- Network system access and security guidelines and standards.

Skill in:

- Working independently in a technical environment with interlinked and changing priorities.
- Assessing customer support needs and developing and implementing effective solutions.
- Using basic tools, equipment and procedures for repairing computers and peripheral devices.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

MINIMUM QUALIFICATIONS:

Associate's Degree in Computer Science, Information Technology or a related field is required; AND one year of technical support experience; OR an equivalent combination of education and experience.

LICENSE AND CERTIFICATION:

- Must possess a valid Texas Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

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.

- The physical activities of this position include:
 - Balancing - Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces.
 - Stooping - Bending body downward and forward by bending spine at the waist.
 - Kneeling - Bending legs at knee to come to a rest on knee or knees.
 - Crouching - Bending the body downward and forward by bending leg and spine.
 - Crawling - Moving about on hands and knees or hands and feet.
 - Reaching - Extending hand(s) and arm(s) in any direction.
 - Pushing - Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
 - Pulling - Using upper extremities to exert force in order to drag, haul or tug objects in a sustained motion.
 - Lifting - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
 - Walking - Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
 - Finger Dexterity - Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
 - Grasping - Applying pressure to an object with the fingers and palm.
 - Feeling - Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
 - Talking - Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
 - Hearing - Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication and to make the discriminations in sound.
 - Repetitive motion - Substantial movements (motions) of the wrists, hands and/or fingers.
- The physical requirements of this position:
 - Medium work. Exerting up to 50 pounds of force occasionally and/or up to 30 pounds of force frequently and/or up to 10 pounds of force constantly to move objects.
- The visual acuity requirements including color, depth perception and field vision:
 - The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.
 - Requires vision capacity to perform fine calibrations and differentiate between colored wires.
- The conditions the worker will be subject to in this position:
 - Work is performed primarily in an office setting or well-lit, temperature-controlled working environment; with some travel from site to site
 - The worker is subject to hazards including a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.
 - The worker is frequently in close quarters, crawl spaces, enclosed rooms and other areas that could cause claustrophobia.

This job description is not intended to be construed as an exhaustive list of responsibilities, duties and skills required. City management has exclusive rights to alter this job description at any time without notice.

Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an 'at-will' relationship.

Job Description Acknowledgement

I verify that I have received a copy of my job description by the signature below. As an employee of the City of Waco, I understand the duties and responsibilities assigned to me. Furthermore, I understand that the duties listed above are guidelines and will change over time, as necessary. From time to time, I understand that I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description.

Employee's Signature

Date

Employee's Printed Name

Employee Identification Number