



## IT Technician

Department: Information Technology

Classification: Full-Time / Regular Part Time / Variable Part Time / Non-Exempt

Reports To: IT Director

Date: November 2021

### Position Description

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#### Objective

The IT Technician is responsible for the support and administration for the City of Walker's help desk, office equipment, and conferencing equipment. The IT Technician also assists in the maintenance and administration of the City's servers, networking equipment, applications, and cloud services.

#### Essential Job Functions

An employee in this position is required to perform the following essential functions with or without reasonable accommodation.

1. Manage help desk tickets and issues to resolution.
2. Support staff computers, equipment, and peripherals.
3. Computer setup, including hardware and software.
4. Assists IT Director with Server and Network maintenance and troubleshooting.
5. Update and maintain documentation and standard operating procedures.
6. Perform other related duties as required.

#### Minimum Qualifications and Required Knowledge, Skills and Abilities

1. High school diploma or equivalent and 1-2 years of experience in Information Technology earned through relevant work experience and/or in conjunction with training from a formal technical program or higher education platform required.
2. Demonstrated understanding of Windows client operating systems, Android, and iOS.
3. Basic understanding of Active Directory, file/print services, and Microsoft (formally Office) 365.
4. Basic understanding of networking concepts.
5. Cisco VoIP experience preferred.
6. Familiarity with ticketing systems preferred.
7. Possession of, or in process of obtaining, CompTIA or Microsoft Certifications preferred.
8. Requires a valid State of Michigan driver's license, satisfactory driving record and the ability to maintain one throughout employment.
9. Excellent oral communication skills, ability to perform a wide variety of tasks during busy, sometimes stressful times.
10. Ability to exercise good judgment, initiative and resourcefulness in dealing with the public, members, elected officials, community leaders and co-workers.
11. Ability to exercise a high degree of diplomacy in contentious or confrontational situations.
12. Must demonstrate appropriate customer service competences and behaviors in accordance with department policies and procedures.
13. Ability to concentrate and pay attention to details; also ability to organize, prioritize and work independently and in a busy environment where priorities change as well as schedules.

14. Manual dexterity to work effectively for extended periods. Lifts and carries supplies equipment etc. weighing up to 30 pounds to waist-high-level.

**Physical Demands and Work Environment**

The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

An employee in this position spends a portion of their time in-person in an office setting with a controlled climate where they sit and work on a computer for extended periods of time; communicate by telephone, e-mail or in person, and move around the office or travel to other locations to attend meetings and site visits.

Additionally, this position spends a portion of their time traveling between facilities conducting inspections, repairs, and installations which typically involves moderate physical activity and exertion. An employee must have the strength, stamina and physical coordination required to complete physical inspections, repairs, and installations. This work occasionally involves crawling, stooping, climbing or otherwise accessing all areas of the site, and the employee is required to have the vision capabilities needed to complete visual inspections.

**Approvals**

The above is intended to describe the general content of and requirements for other performance of the job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

This job description has been approved by all levels of management.

\_\_\_\_\_  
City Manager

\_\_\_\_\_  
Date

Employee signature below constitutes employee’s understanding of the requirements, essential functions and duties of the position.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date