



Job Description

Town of Westerly

Job Title:	IT Technician I								
FLSA:	Exempt		Non-Exempt	X	Union Status:	Union		Non-Union	X
Supervision Received:	Mgr. of IT			Supervision Exercised:			None		
Last Revision:	01/2017								

General Summary:

This position is responsible for providing support in all areas of IT. Support includes, but not limited to, user support services, help desk and/or problem determination and responds directly to users through e-mail, phone and in-person.

Career Ladder

This position is part of a career ladder with the IT Technician II. This position differs from the IT Technician II in that this position performs entry level to moderately complex IT support functions for the Town and does not require professional certifications, advanced to expert knowledge in all aspects of IT and time in service requirements as listed in the career ladder checklist for the IT Technician II position.

Essential Functions:

1. Provides help desk support to assist end users in resolving hardware and software issues by fielding telephone calls and e-mail communications.
2. Diagnoses problems and performing troubleshooting activities on a variety of IT issues.
3. Documents, tracks and monitors the problem to facilitate a timely resolution.
4. Performs installation and maintenance functions including installing, testing, monitoring, upgrading, troubleshooting, maintaining and repairing computer systems, networks and peripherals.
5. Manages user account information, including rights, security and systems groups.
6. Monitors all servers to ensure access to network drives and internet.
7. Ensures security policies and procedures are followed to protect the network.
8. Provides installation and configuration of application software and replaces old workstations and other related hardware as needed.
9. Assists users by determining and/or troubleshooting problems with network, hardware and software.
10. Escalates more complex problems to higher level information systems staff.
11. Uses hardware and/or software aids and diagnostic tools to troubleshoot network and installs and configures local and network printers, scanners and other peripherals.

12. Assists users with problems in utilizing software applications specifically regarding word processing, spreadsheets and other office productivity software.
13. Plans and coordinates changes to the telecommunication systems by modifying greetings, performing system maintenance for line moves and setup new users or change users in system.
14. Assists and trains users with telecommunication questions or issues.
15. Maintains website and assists website users in the administration and review of their specific pages.
16. Maintains service logs and/or on-line trouble logs, inventories of computer and/or voice equipment and diagrams.
17. Performs, coordinates or assists in purchasing, acquisition, installation, placement, storage, maintenance, inventory and distribution processes of information systems equipment and software products.
18. Acts as liaison between users, information systems support staff and vendors and provides user support training
19. Maintains materials such as manuals, user guides and training materials
20. Assists with IT Policy compliance.

Other Functions:

1. Attends conferences, seminars, committee meetings as required.
2. Collects data from various databases and generates reports.
3. Utilize ERP system to create, enter and approve purchase orders.
4. Creates documentation for job procedures and directions.
5. Other related duties as assigned.

Education & Experience:

Education:

Bachelor's degree in Computer Science, Information Systems, public administration, business administration, or related field.

Experience:

One year of experience as a help desk technician, computer technician or related area.

Any equivalent combination of education, experience, or training that has prepared the incumbent to perform the essential duties of the position.

Knowledge, Skills & Abilities:

The position requires the following knowledge:

- Working knowledge in the principle, practices, laws, regulations and procedures of technology in a networked environment.

This position requires the following skills:

- Administrative skills in the areas of computer technology and support.

This position requires the ability to:

- Maintain effective working relationships with all contacts.
- Understand and communicate written and verbal instruction.

- Effectively interact and communicate with the general public and fellow employees and a variety of other stakeholders.
- Understanding of town ordinances, state laws and regulations governing human resources issues.
- Manage various computer applications including Excel and Word

Licenses & Certifications:

CompTIA A+ certification or other related IT professional certification is highly desired and will be required within one year of employment.

Possess a valid driver’s license.

Special Requirements:

This position requires the following:

- A thorough police background check including a credit check.

Working Conditions & Environment:

<i>Physical Activities</i>	<i>Amount of Time</i>			
	None	<1/3	1/3 to 2/3	>2/3
Stand			x	
Walk		x		
Sit				x
Use hands to finger, handle, or touch				x
Reach above shoulders		x		
Climb or balance		x		
Stoop, kneel, crouch, or crawl			x	
Talk or hear				x
Taste or smell	x			
Driving (including valid driver’s license)				x

<i>Lifting Requirements</i>		<i>Amount of Time</i>			
		None	<1/3	1/3 to 2/3	>2/3
Up to 10 pounds				X	
Up to 25 pounds				X	
Up to 50 pounds			X		
Up to 100 pounds		x			
More than 100 pounds		x			
<i>Noise Level in the Environment</i>					
	Very quiet		Quiet		
x	Moderate Noise		Loud Noise		
	Very Loud Noise				
<i>Environmental Conditions</i>		<i>Amount of Time</i>			
		None	<1/3	1/3 to 2/3	>2/3
Work near moving mechanical parts			X		
Work in high places				X	
Risk of electrical shock			X		
Risk of radiation			x		
Work in extreme weather conditions		X			
Exposure to blood or other body fluids			x		
Exposure to hazardous chemicals		x			
<i>Special Vision Requirements</i>					
x	Close vision	x	Distance vision		
	Color vision	x	Peripheral vision		
x	Depth perception	x	Ability to adjust focus		

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.