



Job Description

Town of Westerly

Job Title:	IT Technician II								
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. This position provides support on complex to the most advanced functions which includes the whole spectrum of IT.

Career Ladder

This position is part of a career ladder with the IT Technician I. This position differs from the IT Technician I in that this position performs complex to the most advanced IT support functions for the Town and requires 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. Coordinates, develops, and implements special projects for the IT department that requires advanced technical knowledge and has town-wide scope.
2. Diagnoses and resolves PC and simple software problems using a variety of diagnostic tools and uses diagnostic tools to identify hardware and/or software problems and initiates repair.
3. Represents the IT department in groups, committees, and meeting with both internal and external stakeholders.
4. Rebuilds PCs and reconfigures user specific settings and installs new software releases of simple to moderate complexity.
5. Coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software.
6. Assists in implementation of network and/or system hardware and software upgrades and/or enhancements.
7. Provides first level support for network connectivity, or related network issues for user community and assists with diagnoses and resolution of simple network problems.
8. Provides help desk support to assist end users in resolving hardware and software issues by fielding telephone calls and e-mail communications.
9. Mentors, trains and provides assistance to lower level technicians.
10. Diagnoses the most complex IT problems and performing troubleshooting activities on a variety of IT issues.
11. Participates in project planning sessions with team members to analyze requirements.

12. Maintains and enhances existing programs and installs system upgrades and patches in support of application software; documents system changes and problem resolutions.
13. Acts as liaison between other technical staff, users and vendors regarding basic application design and modification including database management systems.
14. Prepares test data and performs system tests and debugs/corrects errors and diagnoses problems with operating systems specific to incompatibility with other applications.
15. Customizes software applications to meet user requirements and assists systems and application developers in analysis, design and development of information systems.
16. Prepares computer programs for solution of business problems from narrative statements, program specifications and other data as source materials.
17. Assists with the configuration of network components and resets and reinitializes devices when appropriate and assist in executing specific disaster recovery plans.
18. Documents, tracks and monitors the problem to facilitate a timely resolution.
19. Performs installation and maintenance functions including installing, testing, monitoring, upgrading, troubleshooting, maintaining and repairing computer systems, networks and peripherals.
20. Serves as the subject matter expert and assists the department head in one or more functional areas of IT including systems administration, network administration, programming, or telecommunications.
21. Manages user account information, including rights, security and systems groups.
22. Monitors all servers to ensure access to network drives and internet.
23. Ensures security policies and procedures are followed to protect the network.
24. Provides installation and configuration of application software and replaces old workstations and other related hardware as needed.
25. 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.
26. Assists and trains users with telecommunication questions or issues.
27. Maintains website and assists website users in the administration and review of their specific pages.
28. Assists with IT Policy compliance

Other Functions:

1. Attends conferences, seminars, committee meetings as required.
2. Acts in the stead of the department head during their absence.
3. Collects data from various databases and generates reports.
4. Utilize ERP system to create, enter and approve purchase orders.
5. Creates documentation for job procedures and directions.
6. Other related duties as assigned.

Education & Experience:

Education:

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

Experience:

Two years as an IT Technician I with the Town of Westerly and meets all the requirements established in the IT Technician career ladder.

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 required as outlined in the career ladder checklist.

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.