



City of West Fargo

Job Description

Job Title: Information Technology Technician, Senior
Reports To: Information Technology Director
FLSA Status: Non Exempt
Job Grade: 48
Department: Information Technology
Approved by: City Commission / IT Director
Date Prepared: February 1, 2014
Date Approved: June 2, 2014

Summary:

Under general supervision by Information Technology Director, the Information Technology Technician, Senior provides support for servers, the system network, networked applications, and IP telephony. Additional duties include providing on-call service, purchasing equipment, and providing technical advice and assistance to management regarding the design, acquisition, and installation of hardware and software to meet strategic needs and deadlines. Incumbents receive work direction from supervisory personnel and must use reasoning and judgment based upon training, education and/or experience to configure and troubleshoot complex systems and various high-end pieces of equipment.

Essential Duties and Responsibilities:

- Provides elevated support for the City's computer network and networked applications and IP telephony.
 - Troubleshoots network/server issues submitted to the helpdesk;
 - Works on projects as a team and individually to complete them within acceptable parameters and expected timeframes, including projects related to new software installation, distribution, and hardware upgrades, and testing new software or trial software;
 - Secures information by creating, modifying and disabling Active Directory user accounts, managing file and folder permissions on network shares, and maintaining VPN security;
 - Makes decisions regarding the purchase of certain system equipment and maintains fixed asset inventory of equipment;
 - Provides 24/7 on-call support to City emergency and public agencies including but not limited to Police, Fire, and the Public Library system;
 - Maintains the backup and restoration of data, including changing recording media, regular data library maintenance and transfer of backup data offsite;
 - Writes and maintain documentation including flow charts, diagrams, user manuals, and installation instructions to ensure proper use of system;
 - Keeps up-to-date on new emerging technologies.

- Communicates courteously and professionally and maintains working relationships with others in carrying out job functions.
 - Communicates with, and provides advice to, management and others in the work unit regarding decommission of old hardware and software as well as implementation of new technologies;
 - Frequently interacts with others in the work unit to exchange detailed and/or technical information.
- Performs all job duties in compliance with safety guidelines and with an ongoing awareness of safety practices.
 - Knows and follows department and city rules as well as sound work and safety practices in order to accomplish the job objectives and avoid injury or loss;
 - Wears proper protective equipment when policy requires or conditions indicate a need exists and utilizes proper body mechanics and ergonomics while performing work;
 - When potentially unsafe conditions are observed makes efforts to avoid or correct them if they are controllable and draws them to the attention of the responsible supervisor or safety representative in a timely manner.
- Performs other duties and activities as assigned.

Minimum Qualifications:

A Bachelor's degree in Computer Science or a related field and three (3) years of progressively more responsible experience is preferred, or an Associate's degree in Computer Science or a related field and five (5) or more years of progressively more responsible experience in a multi-user environment or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. A valid driver's license.

Knowledge, skills and ability include:

- Knowledge and experience in working with Windows servers, computer networks, and IP telephony;
- Knowledge and experience of techniques to troubleshoot network/server issues;
- Knowledge of computer software/hardware and peripheral capabilities;
- Skill in Server/Network design and assessment, sufficient to provide advice and assistance to management;
- Ability to work in a high pressure environment and meet strategic deadlines;
- Ability to work on projects as a team and individually to complete them within acceptable parameters and expected timeframes;
- Skill in communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public and others, sufficient to exchange or convey information and to receive work direction.

Physical Demands and Working Conditions:

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 employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job includes close vision. While performing the duties of this job, the employee is regularly required to sit and use hands to handle or feel. The employee is frequently required to stand; walk and talk or hear. The employee is occasionally required to reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl.

Important Notices: This job description is not an exclusive or exhaustive list of all job functions that a team member in this position may be asked to perform. Duties and responsibilities can be changed, expanded, reduced or delegated by management to meet the business needs of the City of West Fargo. The employee is required to sign this document in the space provided below, acknowledging receipt and comprehension of this job description.

Employee's Name (please print)

Employee's Signature

Date