

**TOWN OF GILBERT
CLASS SPECIFICATION
IT Technician**

<u>CLASS SERIES</u>	<u>BAND/GRADE/SUBGRADE</u>	<u>FLSA STATUS</u>
Information Technology	B22 – B24	Non-Exempt

CLASS SUMMARY:

This class is the first level in the Information Technology series. Incumbent responsibilities may include performing call and in-person technical support for desktop units, peripheral devices, media, process/production support, GIS and other database data entry and/or development support, and other application support. Incumbents may serve as the initial response to an application, system, or related technical problem; troubleshoot performance issues; and execute updates, patches, etc. as assigned. Incumbents may be responsible for administering, maintaining, troubleshooting, and monitoring applications, programs, devices, computers, or other technical products, processes, or systems. Responsibilities include user support and/or production system problem resolution and provision of support to Analysts.

ESSENTIAL DUTIES:

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

**PERCENT OF
TIME**

Actively participates and accomplishes organizational, departmental and workgroup goals and objectives.	Daily 100%
Exhibits a service orientation toward internal and external customers and maintains productive working relationships.	Daily 100%
Provides support for technology hardware, software and/or peripheral systems by monitoring operations and researching and correcting operational or data integrity problems. Creates and maintains files and databases, transcribes data from digital files or hard copy plans, interfaces and verifies data transmission between systems, edits, posts and runs batches which produce data, reports, and documents needed by end-users.	Daily 40%
Receives and responds to end user requests, questions, and problems with software, hardware, and peripheral equipment. Troubleshoots, analyzes and defines problems. Researches, identifies and implements or communicates solutions. Provides notification of system outages, updates, and procedures. Performs needed repair and/or replacement work.	Daily 30%
Installs, configures, maintains and orients users on personal computers, software, peripheral devices, and/or network services. Creates profiles and configures settings, tests connectivity, implements repairs and upgrades, and/or modifies equipment.	Weekly 10%

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Evaluates software and hardware requirements and purchases or recommends purchases. Works with vendors and manufacturers in support of purchases, upgrades and equipment repair. Assists with maintaining accurate inventory records.	Monthly 5%
Performs other duties of a similar nature and level as assigned.	As Required

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to **Computer Operations** may be responsible for:

- Providing technical support and maintenance of departmental computer operations;
- Supporting databases, software applications, data processing, transmission and data integrity;
- Analyzing and generating reports, forms, checks, notices and other system documents.

Positions assigned to **GIS Support** may be responsible for:

- Interpreting engineering plans, map plats, cadastral survey data, legal descriptions and/or geospatial data and entering data into the GIS and other systems;
- Creating and providing custom maps and/or legal exhibits based on geospatial and GIS data to customers and/or for the Town Council;
- Conducting field verification, identification, and documentation of spatial data with GPS equipment.

Positions assigned to **Personal Computer Support** may be responsible for:

- Providing helpdesk support by responding to technical questions, fielding work orders, and documenting actions;
- Installing, imaging, diagnosing, and/or resolving problems with personal computer hardware, related peripheral devices, software, and/or network services;
- Troubleshooting and providing client support of network security, software, operating system, and/or system performance issues.

TRAINING AND EXPERIENCE:

High School Diploma or GED and two years of experience related to area of assignment; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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LICENSING/CERTIFICATIONS:

Depending on area of assignment, requires:

- A+ Certification
- Network+ Certification
- Microsoft Certified IT Professional
- Enterprise Desktop Support Technician Certification, or current equivalent
- Valid Arizona Driver's License

KNOWLEDGE OF:

- Database maintenance practices;
- Hardware and software configuration and setup;
- Hardware, software and/or audio/visual services;
- Modern office equipment

SKILL IN:

- Applying analytical thinking;
- Utilizing a computer and relevant software applications;
- Providing customer delivery and satisfaction of IT services including troubleshooting and triaging of competing service requests;
- Managing time effectively;
- Prioritizing work;
- Instructing users on technology tools, hardware, software and equipment;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: stooping, kneeling, crouching, reaching, standing, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subjected to operating a motor vehicle, extreme temperatures and travel.

Incumbents may be required to have 24/7 on-call availability.

Depending on assignment, may be required to successfully pass background investigation.

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WORKING TITLES WITHIN CLASS SPECIFICATION:

Addressing Technician – B24
GIS Technician – B23
PC Technician – B23
Radio Technician – B24
Senior GIS Technician – B24
Utility Billing Technician – B22

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

CLASS HISTORY INFORMATION:

Draft prepared by Fox Lawson & Associates LLC (BS)

Date: (10/12)

Draft finalized by Gilbert Human Resources (TT)

Date: (05/13)