DRAFT - TOWN OF WAYLAND
DRAFT POSITION DESCRIPTION

Title: Information Technology Technician

Department: Information Technology

Appointing Authority: Town Administrator

Affiliation: Non-Union

Grade: N-3

Personnel Board Approved: 3/13/17

Summary of Duties

Performs a variety of technical and complex work ensuring that the desktop, endpoint and virtual desktop environment (workstations) are properly functioning; ensures that Town applications are properly functioning; requires the use of independent judgment in diagnosing and resolving technology-related problems.

Supervision Received

Works under the day-to-day direction of the IT Director.

Supervision Exercised

None.

Job Environment

Work is generally performed under typical office conditions with noise from office equipment and light traffic and little exposure to occupational risks, other than risk of electric shock. May be required to work beyond normal hours and on evenings or weekends for offline technology-related solutions.

Requires skill in the operation of computers and peripheral devices ~~and cabling~~.

Basic networking skills required.

Has frequent contact with the user community, contractors and vendors; contacts generally involve software or equipment set-up, operations, general troubleshooting and installation.

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Travels to off-site locations, both School and Town, to perform work for other departments; may be required to transport equipment to various off-site locations for repair.

Respects and maintains confidentiality of staff, volunteers, organization, project and personnel related information.

Errors could result in time loss, confusion and delay, poor public relations, reduced services to citizens, and failure to achieve program objectives.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

Manages Town and School desktop, endpoint and virtual desktop technologies; provides technology support and training; analyzes software effectiveness and related processes; troubleshoots problems and maintains workstations; installs and tests new software patches; updates applications to appropriate versions.

Manages and provides primary support for the Town and School VoIP telephone system; works with providers on installing applicable patches and updates; provides employees support in the operation of the telephones.

Manages and provides employee support for workstations, printers, copiers and other associated peripheral devices; maintains and updates access to printers and copiers.

Manages and maintains Microsoft Windows applications, systems, and Office 365; assigns email accounts and establishes email addresses; maintains and updates email distribution lists; performs necessary Office 365 maintenance and updates.

May assist in the installation or modification of network servers, hubs, switches, routers, workstations, printers and other peripheral devices.

Provides first response support for desktop, peripheral and Office 365 related problems at multiple work sites; quickly determines cause of technology problems and takes corrective action;

Assists staff in understanding and using technology; provides broad based user training on a wide variety of software and peripheral devices.

Ensures for the availability, continuity and security of data and information pertaining to specific software packages such as Office 365 and MUNIS servers.

Monitors system performance, analyzes problems and takes appropriate corrective actions.

Maintains all appropriate documentation, files, logs and records required for areas of assignment; maintains applicable inventories to include procurement and disposal of equipment.

Assists with the management and safeguarding all software licensing agreements and safeguards software media and associated licenses; ensures technology documents/certificates such as product registrations, SSL certificates, maintenance agreements, service contracts, etc. are maintained; evaluates and updates related technology operations and/or technology services.

Assists with the management the acquisition, installation and maintenance of hardware/software; manages maintenance & diagnostic service contracts and ensures compliance with all software licensing agreements.

Serves as technical liaison with vendors on software and hardware specification.

Performs routine preventive maintenance on hardware and software; applies techniques to protect data through physical security anti-virus methods and database recovery.

Presents and implements technological alternatives to streamline and improve productivity.

Maintains a thorough knowledge of the organization; adheres to all organization standards.

Keeps IT Director informed of activities and recommends corrective actions.

Is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control; develops annual technology goals and detailed plans for goal accomplishment.

Maintains knowledge on current technology by reading periodicals, evaluating new technologies and attending technical seminars and training sessions.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications

Education:
Bachelor's Degree in Computer Science or a related field of endeavor.

Experience:
Over 4 years' experience working in a local and wide area network environment with direct responsibility for desktop, software, email and peripheral management and the operation and maintenance of technology.

Substitution:
An additional 4 years of relevant experience may be substituted for the degree requirement.

Licenses/Certificates:
Must possess a valid driver's license to operate a motor vehicle.

Knowledge, Abilities and Skills:
Strong knowledge of ~~Town~~ software applications (including but not limited to: Adobe Photoshop; Adobe Writer; Internet Explorer, Microsoft Office, Microsoft Publisher. Microsoft Visio) and related technologies.

Strong knowledge of infrastructure requirements, protocols and components of local and wide area networks; Windows Server Environment; MicrosoftOffice 365; Internet Information Services, ORACLE; VMware Server Environment; VMWare Horizon View desktop Virtualization; backup systems; network/workstation peripherals; print servers; firewalls, spam & antivirus software; computer hardware (replacing hard drives, hardware drivers, etc.).

Knowledge of basic networking skills.

Ability to create and maintain accurate and detailed records and technical documentation.

Strong troubleshooting skills to decipher common error messages that confront most network users.

Ability to identify, gather and analyze information and resolve problems in a timely manner.

Ability to develop alternative technology solutions.

General knowledge of a wide variety of application programs (HTML, word processing, spreadsheets, and databases).

Ability to install the latest PC applications, troubleshoot and fix major system components from hard drives to CPU's.

Ability to learn new skills to improve job performance

Ability to read and interpret written information

Ability to develop effective working relationships with colleagues.

Ability to handle multiple problems and projects simultaneously.

Ability to maintain detailed, complete and accurate records.

Excellent communication skills; ability to communicate effectively, both orally and in writing; ability to communicate technical information to a user community.

Ability to deal with frequent changes, delays, or unexpected events.

Ability to manage confidential information.

Ability to operate a motor vehicle.

Excellent customer service skills.

Strong interpersonal, organizational, management and budgetary skills.

Physical Requirements

Occasional light to moderate physical effort required to perform duties under typical office conditions. Occasionally required to lift items and equipment weighing up to 25; pounds; frequently required to stand and walk; occasionally required to kneel, bend, reach, stoop, crouch and twist. Must have vision manual dexterity to install and maintain equipment and to operate a keyboard. Regularly required to talk and listen.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.