



Job Title:	IT Support Technician	Department/Loc:	Information Technology
FLSA Classification:	Exempt	Date Drafted:	October 2022
Reports To:	Director of Information Technology		

Position Summary

The IT Support technician assists the IT Director in the day-to-day operations of the IT department. Usually, this involves resolving computer problems for clients in person, via telephone or from remote location, and providing technical assistance to computer system users. The employee will be required to have knowledge in installing, maintaining, and repairing hardware and software in addition to designing and troubleshooting internal computer networks and managing servers.

Position Responsibilities - Essential

This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

- Provide hands on technical support for the users on the City network including hardware platforms, printers, servers, bridges, routers, switches, modems, firewalls, cabling, Internet, as well as the overall portfolio of software applications utilized by the city.
- Attempt to solve any support issue directly and, when necessary, delegate the issue to other appropriate IT staff members.
- Perform data backups and disaster recovery operations.
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Configure PCs and peripheral devices.
- Maintains an accurate and efficient inventory and location database of computers, printers, copiers, faxes, and other related equipment
- Configure, monitor, and maintain email applications or virus protection software.
- Monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Perform basic Network support tasks involving user account maintenance, printer and share connections, and user profile management.
- Perform advanced Network support tasks, involving programming network switches routers and firewall, managing/designing VLANs, and troubleshooting connectivity.
- Design, configure, and test computer hardware, and operating system software.
- Confer with network users about how to solve existing system problems.
- Assists in supporting specialized Public Safety equipment and applications such as Body worn cameras, In-car cameras, Computer Aided Dispatch, RMS, Viper 911 system and Network based radios consoles in the 911 center.
- Maintains CJIS and SLED Security Awareness certification required for IT personnel who support the Public Safety network.

Position Responsibilities - Non-Essential/Other

- Accurately performs general clerical work as required, including but not limited to preparing reports and records, entering and retrieving computer data, copying and filing documents, answering the telephone, etc.;

- Attends training as required to maintain job knowledge and skills; and
- Other duties as assigned

Essential Skills and Experience

Computers and Electronics: Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming. Ability to compile, operate, utilize and maintain a variety of computer equipment and machinery, to include personal computer equipment, desktops, and laptops, peripherals, network hardware, switches, hubs, routers, firewalls, servers, virtual servers and other related equipment

Networks: participates in the planning, installation, monitoring, maintenance, support, and optimization of all network hardware, software, and communication links. Be able to analyze and resolve network hardware and software issues in a timely and accurate fashion. Will test and evaluate network systems to improve performance. Knowledge of Cisco and Fortinet equipment

Software Systems: Substantial knowledge of computer operating systems to include Windows 10/11, Windows Server, MS Exchange, MS Hyper-V, MS Office including Word, Excel, and Outlook and Office 365 apps.

Systems Analysis and Evaluation: Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes. Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

Customer and Personal Service: Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, evaluation of customer satisfaction and the ability to provide user support and training to City employees.

Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Problem Sensitivity: The ability to tell when something is wrong or is likely to go wrong and to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.

Category Flexibility: The ability to generate or use different sets of rules for combining or grouping things in different ways.

Beneficial Skills and Experience

- **Education and Experience**: Bachelor's degree in Computer Science or related field and 5 to seven (5 to 7) years of related work experience or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Mental & Physical Demands - ADA Guidelines

Physical Demands

- | | | | |
|-----------------|------------|------------------------|--------------|
| • Sit | Frequently | • Reach Above Shoulder | Frequently |
| • Walk | Frequently | • Climb | Occasionally |
| • Stand | Frequently | • Crawl | Occasionally |
| • Handling | Frequently | • Squat or Kneel | Occasionally |
| • Reach Outward | Frequently | • Bend | Frequently |

Lifting Requirements

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|---------------------|--------------|-----------------|--------------|
| • 10 pounds or less | Frequently | • 51-100 pounds | Occasionally |
| • 11-20 pounds | Occasionally | • >100 pounds | Occasionally |
| • 21-50 pounds | Occasionally | | |

Pushing and Pulling Requirements

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|---------------------|--------------|--------------------|--------------|
| • 12 pounds or less | Frequently | • 26 to 40 pounds | Occasionally |
| • 13 to 25 pounds | Occasionally | • 41 to 100 pounds | Occasionally |
| • > than 100 pounds | Occasionally | | |

Definitions

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|--------------|----------------|---|
| • <i>N/A</i> | Not Applicable | Activity is not applicable to this occupation |
| • <i>O</i> | Occasionally | Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day) |
| • <i>F</i> | Frequently | Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day) |
| • <i>C</i> | Constantly | Occupation requires this activity more than 66% of the time (5.5+ hrs/day) |

ENVIRONMENTAL HAZARDS:

The job risks exposure to no known environmental hazards.

SENSORY REQUIREMENTS:

The job requires normal visual acuity, depth perception, and field of vision, hearing, speaking, and color perception.

The City of Cayce has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the City reserves the right to change this job description and/or assign tasks for the employee to perform, as the City may deem appropriate.

Salary Range: \$58,348.00 - \$70,963.00

Print Employee Name	Employee Signature	Date Signed
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Print Manager/Supervisor Name	Manager/Supervisor Signature	Date Signed
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