

FLSA STATUS	Non-exempt	CIVIL SERVICE	Yes
UNION	No	TELECOMMUTE ELIGIBLE	Yes
DEPARTMENT	Information Technology	DEPARTMENT NUMBER	630
REPORTS TO (TITLE)	I.T. Manager	JOB FAMILY	IT
PAY GRADE	5	DATE OF LAST REVIEW	April 2024

NATURE OF WORK
<p>The first level in the Information Technology series is responsible for the maintenance of the City's computer information system. This includes city-wide installation, troubleshooting, maintenance, and repair of computer hardware, equipment, networks, and software. In addition to hands-on work, the IT Technician provides training and consultation to system users, offering critical support services. The role involves evaluating, configuring, installing, maintaining, troubleshooting, and repairing network equipment across all City locations.</p> <p>This position requires the ability to handle and maintain the confidentiality of sensitive information with the utmost discretion and professionalism.</p>

DUTIES / RESPONSIBILITIES <i>(These are the highlighted responsibilities of the position. An employee in this position may also be required to perform other related duties as assigned.)</i>	
1.	Maintains, troubleshoots, and upgrades software necessary for end users; Provide technical support and assistance to employees.
2.	Set up and maintains equipment for employee use, performing or ensuring proper installation, operating systems, or appropriate software.
3.	Assists with maintaining network and fixed wireless links by installing, troubleshooting, repairing, reconfiguration, or replacement of hardware and infrastructure;
4.	Maintains hardware by performing preventive maintenance, troubleshooting, repairing, or replacing/upgrading hardware for end users;
5.	Support completion of projects throughout city infrastructure.
6.	Maintains security by managing patching, anti-virus updates, and software firewalls.

FUNCTIONAL SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:
N/A

SUPERVISORY RESPONSIBILITIES
Does not officially supervise other employees.

**TRAINING/EDUCATION AND EXPERIENCE REQUIREMENTS**

High school diploma or G.E.D.

AND

Prior experience working as an I.T. technician or a similar role

OR

An equivalent combination of education/training and experiences which provide the required knowledge, skills, and abilities.

**LICENSING / SPECIAL REQUIREMENTS**

Valid driver's license

**SKILL / ABILITIES REQUIREMENTS**

- Proficient in analyzing and troubleshooting technical issues;
- Knowledge of cybersecurity best practices;
- Ability to effectively understand and interpret system manuals, operating procedures, and technical information pertaining to computer systems;
- Ability to communicate effectively with employees and present training information clearly and concisely to individuals and groups;
- Maintaining Confidentiality;
- Ability to prepare and present accurate reports, both orally and in writing;
- Skill in evaluating new techniques, programs, and applications in computer science;
- Ability to apply current technical knowledge of changing system developments to City systems, as needed.

**PHYSICAL REQUIREMENTS**

Positions in this class typically require: fingering, grasping, feeling, and seeing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

**WORKING ENVIRONMENT / CONDITIONS**

The working environment / conditions for this position may include:

- Hazardous physical conditions (mechanical parts, electrical currents, vibration, etc.)
- Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation, etc.)
- Hazardous Materials (chemicals, blood, other body fluids, etc.)
- Driving / Travel
- Ability to work outdoors including adaptability to reasonable cold and warm weather, extreme temperatures, precipitation and various levels of light.

**POSITION ASSESSMENTS**

Cognitive

- Criteria Cognitive Aptitude Test

Skills

- Criteria Basic Skills Test
- Computer Literacy and Internet Knowledge Test

Personality

- Employee Personality Profile
- Customer Service Aptitude Profile

Interview

**CLASSIFICATION HISTORY**

DATE	COMMENT
August 2023	Draft prepared by AS
December 2023	Updated per Job Description by BC
April 2024	Updated from feedback by BC

**EEOC**

*The City of Ottumwa is an Equal Opportunity Employer. In compliance with applicable state and federal law, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.*

**ACKNOWLEDGEMENT**

I have read the job description and can perform the essential functions of the job either with or without a reasonable accommodation.

Date	Signature

**NOTE**

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