

POSITION DESCRIPTION

Class Title: IT Tech/Installer

Department: Department of Information Technology

Division: Information Technology

Date: September 30, 2019

GENERAL PURPOSE

Provide computer operations/telephone support to Town of Wytheville departments and staff. Ability to troubleshoot and perform computer hardware repairs and installations and maintenance of audio-visual equipment.

SUPERVISION RECEIVED

Works under the supervision of the Director of Information Technology. In his absence, work in conjunction with the Assistant Director of Information Technology to solve any issues.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES AND RESPONSIBILITIES

Ability to install computer, wireless antennas, audio/video, CCTV and card access equipment with connections and cabling.

Ability to work with and understand a variety of computer software systems including Microsoft Suites and other department-specific software used for customer service and data collection. Ability to troubleshoot and research issues that may arise with software use.

Ability to work with and understand networking, wiring, switches, and routers.

Support users in use of computing peripherals and other equipment such as scanners, digital cameras, CD-ROMs, external disk drives, credit card machines, etc.

Make repairs to audio-visual equipment, when needed, and replace, if required.

Assist in repair of computer equipment in all departments, when needed.

Must be a team player with a positive attitude and the desire to learn new concepts and technology.

Must have effective communication skills and the ability to interact professionally with a diverse group of staff and others.

Motivated self-starter who has ability to work independently without supervision.

Ability to drive and operate a bucket truck to reach wireless antennas, cameras, etc. located in high areas.

Ability to work flexible hours including nights, weekends, and holidays, if needed.

PERIPHERAL DUTIES

Prepares and submits to supervisor such reports required to summarize computer equipment inventory, as needed, for long range planning and budgetary purposes.

Other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

(A) Graduation from high school and an accredited college with an associate degree in communication technology, computer information systems technology, electronics or similar field of education or currently working towards an associate degree in communication technology, computer information systems technology, and/or

(B) A minimum of five years' experience in communication technology or computer information technology.

Necessary Knowledge, Skills and Abilities

- (A) Knowledge of current Windows Operating Systems, TCP/IP Based Network and various software packages.
- (B) Have ability to make repairs to computer hardware.
- (C) Knowledge of installation, maintenance, and repair of audio-visual equipment.
- (D) Knowledge of installation, maintenance, and repair of wireless networking equipment.
- (E) Knowledge of installation, maintenance, and repair of CCTV.
- (F) Knowledge of installation, maintenance, and repair access control systems.
- (G) Have ability to work flexible hours based on the needs of the department.
- (H) Valid state driver's license or ability to obtain one by start of employment.

TOOLS AND EQUIPMENT USED

Personal computer, test equipment, bucket truck, hand tools and power tools.

PHYSICAL DEMANDS

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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is frequently required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Work in unusual and sometimes difficult positions/circumstances such as with ladders, scaffolding, high lift equipment, wires, ducts, crawl spaces, attics, above ceilings, etc.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, in color and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet.

SELECTION GUIDELINES

Formal application; rating of education and experience; oral interview and reference check; criminal background investigation; job related tests may be required.

The duties listed above 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.

The 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.

Approval: _____ Approval: _____
Supervisor Appointing Authority

Effective Date: September 30, 2019 Revision History: March 2022