

City of Dunedin, Florida
Class Description

Position Title: **IT Technician I**
Information Technology Services Department

GENERAL STATEMENT OF JOB

Under general supervision, performs higher-level administrative technology-related duties to department staff to ensure effective and efficient operations of the Information Technology Services Department. This position reports to the Department Director of Information Technology Services.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position.

Maintaining inventory of City-wide computer equipment, software licensing contracts, annual maintenance support contracts, support and inventory of equipment warranties, City phone lines, cable TV accounts and security camera systems.

Maintains requisitions, inventory and purchasing in the Munis ERP system.

Maintains department bank purchasing card records and purchase verifications, office mail, office supplies, and SOPs (Standard Operating Procedures).

Assists in department purchases, annual computer replacements scheduling, help desk calls and help desk tickets.

Researches and compiles data; assists with special projects as directed.

Assists in scheduling and running public virtual meetings using Zoom and GoToMeeting.

Establishes and maintains department filing systems.

Receives, assist in researching and responds to user inquiries, concerns and complaints.

Maintains and administrates the IT software licenses compliancy program.

Assists in the planning and provision of Citywide training programs.

Prepares memos, letters, reports and other correspondence; coordinates special mailings.

Answers and screens phone calls; provides accurate information to callers and/or forwards calls to appropriate staff person. Greets office visitors and performs customer/public service duties as required.

Receives, screens and distributes mail; schedules meetings and maintaining calendars, coordinates internal/external meetings. Assists in scheduling meetings, and handles all related functions (notices/ mailing, set-up, agenda/handout material).

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent, supplemented by a minimum of three years of verifiable administrative support work experience. Experience in local government is preferred. Understanding and knowledge of information technology practices highly preferred.

An equivalent combination of education, training and experience that provides the required knowledge, skills and abilities may be considered in lieu of the experience.

Proficiency in Adobe Acrobat Professional, Microsoft Windows 10 Professional O/S, MS Office Products 2010 & 2019 that include Outlook, Word, Excel and Access is highly preferred.

SPECIAL REQUIREMENTS

Must possess a valid Florida driver's license.

General understanding and experience using Outlook email, RecTrac Scheduling, Munis and NaviLine ERP systems.

This is a Category C position for the purposes of Emergency Management. Employees in this category may be assigned to work a variety of schedules, including compulsory work periods in special, emergency, and/or disaster situations. Category C employees are not required to stay on premises during a declared state of emergency, or as otherwise mandated.

Ability to self-motivate.

Ability to travel to various City facilities to support network equipment.

The essential functions of the job require: sitting approximately four (4) to six (6) hours per day, standing approximately two (2) to (4) hours per day, and walking approximately one (1) to two (2) hours per day. Frequently the job requires: bending/stooping, crawling, fine manipulations, grasping, kneeling, pushing, reaching, repetitive motion, and light lifting/carrying (objects weighing less than 15 pounds). Occasionally the job requires: climbing and pulling, and moderate lifting/carrying (objects weighing 15 to 44 pounds). Rarely the position requires: heavy lifting/carrying (objects weighing 45 pounds and over).

PERFORMANCE INDICATORS

Knowledge of Work: Has thorough knowledge of the methods, procedures and policies of the City of Dunedin as they pertain to the performance of essential duties of the IT Technician I. Has knowledge of and skill in the use of modern office practices and equipment. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data and/or information using established criteria. Includes exercising discretion in determining actual or probable consequences, and in referencing such evaluation to identify and select alternatives. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner.

Human Interaction: Requires the ability to provide guidance, assistance, instruction and/or interpretation to others on how to apply procedures and standards to specific situations. Shares knowledge with managers, supervisors and co-workers for mutual benefit. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Is able to provide effective user training and support as required.

Equipment, Machinery, Tools and Materials Utilization: Requires the ability to set up small to moderate scale equipment and machinery. Includes the ability to install and alter various components of such according to work orders and/or specifications. Has knowledge of the areas of computer software/hardware installation and maintenance,

system design and installation, government procurement, user training and support, etc. Has knowledge of and skill in the use of modern office equipment.

Verbal Aptitude: Requires the ability to use a wide variety of reference, descriptive, advisory and/or design data and information. Has thorough knowledge of terminology and related professional languages used within the department as such pertain to work responsibilities. Has the ability to speak, write and understand the English language.

Mathematical Aptitude: Requires the ability to perform moderately complex algebraic and geometric operations; ability to utilize principles of basic probability and statistical inference. Has the mathematical ability to handle required calculations.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria. Has the ability to plan and develop daily, short- and long-term goals related to organizational purposes. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to read and interpret complex materials pertaining to the responsibilities of the job.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert moderate, though not constant physical effort, typically involving some combination of bending/stooping, crawling, fine manipulations, grasping, kneeling, pushing, reaching, repetitive motion, and light lifting/carrying (objects weighing less than 15 pounds). Occasionally the job requires: climbing and pulling, and moderate lifting/carrying (objects weighing 15 to 44 pounds). Very rarely the position requires: heavy lifting/carrying (objects weighing 45 pounds and over). Sitting approximately four (4) to six (6) hours per day, standing approximately two (2) to (4) hours per day, and walking approximately one (1) to two (2) hours per day. Tasks require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, filing and/or the use of office equipment or supplies.

Sensory Requirements: Some tasks require visual and auditory perception and discrimination as well as oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions. Tasks may require extensive computer screen exposure.

The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Approved:



Michael Nagy
Director, Information Technology Services

June 22, 2021

Date