

City of Dunedin, Florida
Class Description

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

GENERAL STATEMENT OF JOB

Under general direction, performs technical work in the installation, monitoring and support of various computer platforms, with emphasis on local area networks, microcomputers and associated peripheral equipment. This position reports to the 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.

Installs and implements desktop computer systems hardware, software, and communications components including operating systems, enhancements and upgrades, as they relate to Windows 11 Professional and Apple mobile devices.

Assists section in establishing methods and procedures for use of the desktop computer systems and mobile devices, including hardware, software, communications (wired & wireless), and user training.

Assists the section in analyzing and determining information technology needs and in preparing specifications, including hardware, software, and peripheral equipment, including Avaya Phones and security cameras.

Responsible for building, maintaining and deploying Windows 11 computer images for connectivity to network services.

Responsible for maintaining and deploying Apple mobile devices.

Responsible for maintaining Library desktops with Envisionware, Faronics Console and Deep Freeze client products.

Makes recommendations for improving workstation speed, reliability and security; analyzes office operating practices and procedures to assure efficiency of operations of

hardware and software to meet internal and external needs; and installs or revises systems and procedures.

Analyzes and resolves hardware, software, and communications problems using diagnostic software and/or technical troubleshooting processes.

Maintains and monitors the IT Services' help desk ticketing system.

Receives, researches and responds to user inquiries, concerns and complaints.

Performs and maintains regular desktop computer system backups and related procedures as assigned.

Supports the enterprise services and applications within the city.

Assists section as a system administrator for select networking devices in a multi-departmental environment, maintaining active directory accounts, Office 365 Outlook email accounts and VPN remote access.

Detects and removes viruses and malware.

Maintains and administrates the IT software licenses compliancy program.

Assists in the planning and provision of Citywide training programs.

Assists section with reviewing, maintaining, and documenting systems' minimum standard requirements.

Documents all procedures and policies for desktop computer system applications.

Writes technical instructions, procedures and manuals for the technicians and end users.

ADDITIONAL JOB FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Helps support the telecommunications system; assists with coordination and completion of telephone service request such as moves, adds and changes.

Performs hardware/software repairs or installations as required.

Assists in evaluating and selecting desktop hardware and software applications.

Assists in maintaining the City's system inventory, procedures and policies.

Establishes user accounts on appropriate servers; controls user access and security; runs necessary system backups; ensures the integrity of stored data by maintaining firewalls, detecting and eliminating viruses, and establishing procedures which minimize exposure to data corruption.

Performs various office duties as required, including attending meetings, typing reports and correspondence, copying and filing documents, entering data into the computer, answering the telephone, etc.

Keeps abreast of current and emerging trends in information technology and their implications for municipal operations. Attends workshops, classes and conferences to enhance job knowledge and skills as required.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a Bachelor's degree in computer science, or other relevant field supplemented by a minimum of three-to-five years of experience in information technology support environment.

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 Microsoft Windows 11 Professional O/S, MS Office 365 Suite, Outlook, MS Server Active Directory, DNS, GPO, DHCP, MS IE Browser & Chrome Browser Connectivity, and Adobe Acrobat (Reader & Professional) is highly preferred.

SPECIAL REQUIREMENTS

Must possess a valid Florida driver's license.

Must possess the following certifications: CompTIA A+, CompTIA Network+, and Microsoft Certified Professional (MCP)

This is a Category B 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 B employees may be 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 desktop computer 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 Job: 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 II. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Is able to make sound, educated decisions. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work. Has the ability to speak, write and understand the English language.

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 knowledge of proper English usage, grammar, vocabulary and spelling.

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 climbing and balancing, stooping, kneeling, crouching, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). 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 VDT 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:



September 1, 2023

Michael Nagy
Director, Information Technology Services

Date