

City of Dunedin, Florida
Class Description

Position Title: **Information Technology Senior Technician**
Information Technology Services Division

General Description of Duties

Under 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 Division 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 distributed computer systems hardware, software, and communications components including operating systems, enhancements and upgrades.

Assists section in establishing methods and procedures for use of the distributed computer systems including hardware, software, communications, and user training.

Assists section as a system administrator for select networking devices in a multi-departmental environment.

Configures and maintains the IT service desk appliance.

Supports the enterprise services and applications within the city.

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

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

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

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

Maintains the City's system inventory, procedures and policies.

Maintains license agreements for all distributed computer applications.

Assists in the planning and provision of Citywide training programs.

Maintains operating records relating to system production, performance and deficiencies.

Documents all procedures and policies for distributed computer system applications.

Detects and removes viruses and malware.

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

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.

Installs and implements desktop computer systems hardware, software, and communications components including operating systems, enhancements and upgrades.

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.

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.

Special Requirements

Must possess a valid Florida driver's license.

Must possess the following certifications: CompTIA A+, CompTIA Network+

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 Senior Technician. 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.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. 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. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

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. Is able to provide effective user training and support as required. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation.

Equipment, Machinery, Tools and Materials Utilization: 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. 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.

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.

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

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:



Division Director, Information Technology Services



Date