



Town of Oro Valley Classification Description

Title: **IT TECHNICIAN**
Job Code: 1514
FLSA Status: Non-Exempt

Department: Information Technology
Salary Grade: 109

POSITION SUMMARY:

Under close supervision, work requires judgment in managing work activities to meet established schedules and goals. Provides technical support of software, hardware, operating systems, and PC applications. Provides IT support in a customer-oriented organization, where the exercise of excellent customer service, teamwork and relations is paramount.

Work includes daily support functions including: workstation construction, hardware and software upgrade and maintenance, analyzing problems and requests for support from customers, troubleshooting personal computer issues (hardware, software, or network), troubleshooting IT devices (e.g. printers, scanners, projectors, wireless access points, etc.)

ESSENTIAL JOB FUNCTIONS:

- A. Provides technical support to staff, including installing, diagnosing, repairing and maintaining computer hardware and software.
- B. Builds, installs and maintains PC's and operating systems.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Skill in analyzing computer systems to identify problems, developing logical conclusions and effective system or program solutions.
- Hardware and software installation, operation, and maintenance of desktop and portable computers.
- Skill working with current Windows desktop and server operating systems.
- Skill and support of current Microsoft Office applications.
- Knowledge of Windows Active Directory functions in an enterprise environment.
- Knowledge of Ethernet networking principles.
- Knowledge of database driven applications.
- Knowledge of telecommunications hardware.
- Knowledge of Internet elements including but not limited to www, email, ftp, DNS, TCP/IP, and html.
- Knowledge of the basics of electronic mail systems.
- Ability to analyze IT problems and to arrive at workable solutions.

- Ability to work cooperatively with users, vendors, associate personnel and department management in a responsive, helpful, courteous and tactful manner.
- Ability to communicate clearly and concisely both verbally and in writing and to document work performed.
- Familiarity with federal, state and local laws, codes, and regulations pertaining to the use of computer hardware and software.
- Ability to perform physically demanding activities including climbing ladders, lifting and carrying heavy objects.

MINIMUM QUALIFICATIONS:

- High School diploma or equivalent.
- Individual must be judged acceptable based on Arizona Criminal Justice Information System background check and a screening by the Oro Valley Police Department.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor and outdoor environment.