



## Town of Oro Valley Classification Description

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

Department: Innovation & Technology  
Salary Grade: 109

### **POSITION SUMMARY:**

Under close supervision, provides technical support of software, hardware, operating systems, mobile devices, and other common office user devices and/or peripherals. Provides IT support in a customer-oriented organization, where the exercise of excellent customer service, teamwork and relations is paramount. Work requires judgment in managing work activities to meet established schedules and goals.

Work includes daily support functions including: workstation deployment, hardware and software upgrade and maintenance, mobile device deployment, problem analysis, triage of requests for support from customers, troubleshooting computer issues (hardware, software, or network), troubleshooting common office devices and/or peripherals (e.g. printers, scanners, projectors, wireless access points, USB connected devices, 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 computers and operating systems.
- C. Maintains regular and reliable attendance.
- D. Other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- Skill in analyzing computer systems to identify problems, developing logical conclusions and effective system or program solutions.
- Skill in hardware and software installation, operation, and maintenance of desktop computers, laptop computers, and associated common office peripherals (monitors, USB devices, printers, etc).
- Skill working with current Windows desktop and server operating systems.
- Skill in supporting current Microsoft Office applications such as Outlook and Sharepoint.
- Knowledge of Windows Active Directory Users and Computers in an enterprise environment.

- Knowledge of certain telecom hardware, such as phones, fax machines, intercoms, and conference systems.
- Knowledge of the basics of e-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 GED.
- Individual must be judged acceptable based on Arizona Criminal Justice Information System background check and a screening by the Oro Valley Police Department.

**PREFERED QUALIFICATIONS:**

- Two (2) years' experience in analyzing computer systems to identify problems, developing logical conclusions and effective system or program solutions.
- Two (2) years' experience with hardware and software installation, operation, and maintenance of desktop and portable computers.
- Two (2) years' experience working with current Windows desktop and server operating systems.
- Two (2) years' experience in support of current Microsoft Office applications.

**ENVIRONMENTAL FACTORS and WORKING CONDITIONS:**

- Work is performed in an indoor and outdoor environment.