

JOB DESCRIPTION



JOB IDENTIFICATION

<i>Job Title:</i>	IT Technician I	<i>Pay Grade:</i>	EAP-7
<i>Department:</i>	Information Technology	<i>FLSA Status:</i>	Non-Exempt
<i>Location:</i>	Engineering/IT Building	<i>Reports to Position:</i>	IT Director
<i>Effective Date:</i>	June 8, 2026		

JOB SUMMARY

The IT Technician I is an entry-level technical support position responsible for providing first-level help desk, desktop, endpoint, printer, peripheral, software, account, and basic network support for City employees. Under the supervision of the IT Director or assigned higher-level IT staff, this position installs, configures, maintains, troubleshoots, and supports computers, mobile devices, software applications, printers, audiovisual equipment, and related technology. The position responds to support requests through the City's IT ticketing system, documents work performed, assists with equipment deployment and inventory, supports user account and access requests, and provides end-user assistance and basic training. The IT Technician I performs routine technical work independently after training, escalates more complex issues to higher-level IT staff, and performs related work as required.

ESSENTIAL JOB DUTIES/RESPONSIBILITIES

The following duties are normal for this position. The omission of specific statement of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned and expected aside from those set forth below to address operational needs and changing operational practices.

- Responds to first-level technical support requests from City employees through the City's help desk/ticketing system, by telephone, remotely, and in person.
- Installs, configures, maintains, troubleshoots, and upgrades desktop computers, laptops, tablets, monitors, docking stations, printers, scanners, mobile devices, and related peripheral equipment.
- Troubleshoots routine hardware, software, email, Microsoft Office, Outlook, Zoom, printer, network connectivity, and peripheral equipment issues.
- Creates, updates, documents, and closes support tickets in a timely and accurate manner,

including documenting troubleshooting steps, work performed, equipment changes, and resolution details.

- Assists with basic user account support, including password resets, account unlocks, computer account setup, domain joins, and authorized access changes under established procedures.
- Assists with workstation imaging, computer replacement, software deployment, device setup, equipment moves, and technology refresh projects.
- Provides basic support for endpoint security tools, multi-factor authentication, phishing awareness, and secure handling of City systems and data.
- Maintains accurate inventory and asset records for assigned computers, peripherals, mobile devices, and related technology equipment.
- Installs and troubleshoots network printers and assists with basic network connectivity issues, including patch cables, wall jacks, switch port coordination, Wi-Fi connectivity, and escalation to higher-level IT staff when needed.
- Pulls, terminates, tones, traces, labels, and organizes network cabling as required for new installations, office reconfigurations, and troubleshooting.
- Provides basic support for meeting room technology, conference room displays, projectors, audiovisual equipment, and video conferencing equipment.
- Provides end-user assistance and basic training on City technology systems, standard software, cybersecurity practices, and proper equipment use.
- Writes and maintains technical documentation, user instructions, checklists, and internal knowledge base articles.
- Assists higher-level IT staff with technology projects, equipment installations, system upgrades, and maintenance activities.
- Safeguards confidential information and follows City policies, IT procedures, cybersecurity requirements, and applicable records retention practices.
- Performs other duties of a similar nature or level as required.

QUALIFICATIONS

Education and Experience Guidelines

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities required for this position would be:

Education/Training

High school diploma or GED required. Associate degree, technical school training, or coursework in information technology, computer science, cybersecurity, networking, or a related field preferred; or

Experience

One year of experience in technical support, desktop support, help desk support, computer repair, or a related technology support role preferred.

Licenses or Certifications Required

Possession of a valid driver's license from state of residence as some intra city travel or out of town training may be required

The following generally describes the knowledge and abilities required in order to successfully perform the assigned duties of the position:

Knowledge of:

- Desktop and laptop computer hardware, operating systems, mobile devices, printers, scanners, and peripherals.
- Microsoft Windows operating systems and standard business software.
- Microsoft Office, Outlook, Zoom, and basic email troubleshooting.
- Basic Active Directory concepts, including users, groups, computer accounts, password resets, and domain-joined devices.
- Basic networking concepts, including IP addressing, DNS, DHCP, Ethernet, Wi-Fi, cabling, network printers, and connectivity troubleshooting.
- Basic cybersecurity practices, including password security, MFA, phishing awareness, endpoint protection, and safe handling of City data.
- Help desk ticketing systems and proper documentation practices.
- Basic inventory and asset management practices.
- Customer service principles and professional communication practices.

Ability to:

- Provide courteous, professional, and timely technical support to users with varying levels of technical skill.
- Follow established IT procedures, checklists, security requirements, and escalation paths.
- Troubleshoot routine hardware, software, account, printer, and connectivity issues.
- Accurately document work performed in a ticketing system.

- Prioritize assigned work and manage multiple support requests.
- Maintain confidentiality of City data, user accounts, law enforcement/public safety information, and sensitive systems.
- Work independently on routine assignments after training.
- Escalate complex or high-risk issues to higher-level IT staff.
- Safely lift, move, install, and configure computer equipment.
- Travel to City facilities as needed.
- Work occasional evenings, weekends, or special events to support maintenance windows, outages, or City operations.
- Work in a constant state of alertness and in a safe manner.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with the Americans with Disabilities Act, the City encourages both prospective and current employees to discuss potential accommodations needed to perform the essential duties of this position.

Environment: Work location will primarily be in a standard office setting; however, special events requiring work may be held outdoors out of town travel for training events, conferences and meetings may also be required

Physical Demands: See accompanying page for details

Key Working Relationship: IT Director, Department Heads, Assistant Department Heads, Office Managers, City Manager, City Clerk

APPROVAL/ACKNOWLEDGEMENT

_____	<u>IT Director</u>	_____
Department Head	Title	Date
_____	<u>HR Director</u>	_____
Human Resources Director	Title	Date
_____	<u>City Manager</u>	_____
City Manager	Title	Date
_____		_____
Incumbent Employee Printed Name and Signature		Date

PHYSICAL REQUIREMENTS – WEB AND DIGITAL MEDIA SPECIALIST

Rare
0%-10%
of the time

Occasional
11%-33%
of the time

Frequent
34%-66%
of the time

Continuous
67%-100%
of the time

LIFT/CARRY				
1-10 lbs				X
11-20 lbs				X
21-50 lbs			X	
51-75 lbs		X		
76-100 lbs	X			

PUSH/PULL				
1-10 lbs				X
11-20 lbs				X
21-50 lbs			X	
51-75 lbs		X		
76-100 lbs	X			

MOVEMENT				
Bend/Stoop/ Twist			X	
Crouch/ Squat			X	
Kneel/Crawl			X	
Reach Above Shoulders			X	
Reach Below Shoulders			X	
Repetitive Arm Use			X	
Repetitive Wrist Use			X	
Repetitive Hand Use				
a) grasping			X	
b) squeezing			X	
Climb Stairs/Ladder			X	
Uneven Walking Surface		X		
Even Walking Surface			X	

HEARING/VISION/DEXTERITY			
	N/A	AVERAGE	LOW
Hearing Acuity		X	
Visual Acuity		X	
Manual dexterity		X	

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0%-10%
of the time

Occasional
11%-33%
of the time

Frequent
34%-66%
of the time

Continuous
67%-100%
of the time

EQUIPMENT USE & OPERATION				
Motor Vehicle		X		
Heavy Equipment (Backhoe, dump truck)	X			
Large Apparatus (Fire Truck, Street Sweeper)	X			
Small Equipment (Mower)	X			
Handheld tool/equipment (tamps, weed eaters, shovel)	X			

WORK WITH/NEAR				
Machinery	X			
Electricity			X	
Power Tools		X		
Impact Tools		X		
Chemicals	X			
Fumes	X			
Heights		X		

ENVIRONMENT				
Indoors				X
Outdoors		X		
Extreme Heat	X			
Extreme Cold	X			
Dusty	X			
Excessive Noise	X			
Other (explain)	X			

ENDURANCE		
Task	Hours at One Time	Total Hours in an 8 Hour Day
Sit	4	4
Stand	3	3
Walk	1	1

Additional Considerations (including clarification of any of the above)