City of Sallisaw
Job Description

Job Title: Computer Technician (IS)

Exempt (Y/N): No	**Department:** Information Services (IS)
Date: January 2023	**Reports To:** IT Manager

SUMMARY:
This position is a member of the Information Services Department which is under the direction of the IT Manager. The Computer Technician provides installation, support, maintenance, and planning services for all computer networks maintained by the city.

ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following:

1. Works under the daily direction of the IT Manger and the Network Manager, with primary supervision from the IT Manager.

2. Performs daily maintenance and administration tasks on all city computer networks and video security systems.

3. Installs, configures, and maintains workstations, laptops, firewalls, file servers, e-mail servers, tablet computers, routers, switches, virus and spam protection, and other required aspects of city's computer networks.

4. Assists in procurement of computer and network related hardware and software.

5. Installs, maintains, or replaces network cabling as needed.

6. Troubleshoot hardware and software applications. Provide routine maintenance and software updates for all hardware and software as needed.

7. Assists in maintaining backup and restoration of all city electronic data. Maintains system security and data confidentiality. Performs audits of system logs for conformity to City policy.

8. Maintains network server rooms and work areas in a neat orderly fashion.

9. Assist other City departments and agencies on technology projects as required. Research projects and need equipment as required.

10. Ability to work outside normal working hours, including weekends and holidays, as needed. Report to work as needed in emergency situations.

11. Provide direct support and training to end users of the city networks.

12. Develop training manuals or information papers that will provide "how to" information for city employees.

13. Assists the Telecommunications Department on network and computer related issues.

14. Attend classes/conferences that provide ongoing training on network maintenance, improvements, and upgrades.

15. Appear for scheduled work with regular, reliable, and punctual attendance

16. Performs other duties as assigned.

QUALIFICATIONS:

Documented working experience with Microsoft Windows Environments, including MS-SQL and Microsoft Exchange, Internet Information Server, Microsoft Office 365 and other applications associated with general city governments; experience with Microsoft windows configuration, installation, maintenance, support and troubleshooting of TCP/IP networks, supporting computers, VoIP and other systems.

Must possess a valid Oklahoma driver's license.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Two years of technical experience performing computer support and networking activities including software and hardware installation, applications support, troubleshooting, LAN administration, or in conducting training or preparing user documentation involving data processing systems; graduation from a recognized two-year college with an AA degree in computer science or related field. Satisfactory completion of, or ability to begin taking CompTIA A+ and Network+ certifications courses and exams or other comparable certifications.

Computer networking experience shall consist of experience with operating system and application software, personal computers, local area networks, wide area networks, wireless networks, phone networks, servers, laptops, LCD projectors, printers, routers, switches, hubs, networking cable, small tools, and standard office equipment.

LANGUAGE SKILLS:

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, and governmental regulations; ability to write reports, business correspondence, and procedure manuals; ability to communicate clearly and concisely, orally and in writing; ability to effectively respond to questions. Must be able to maintain a cooperative working relationship with other departments and personnel of the city.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rates, ratios, and percentages.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

PHYSICAL DEMANDS:
Requires the ability to perform installation work involving exertion of a moderate amount of physical effort to stoop, crouch and lift in the performance of duties; ability to perform duties in a safe manner; ability to lift objects up to 50 lbs.; sufficient hand/eye coordination to perform repetitive movements such as installing and setting up computer equipment. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions such as performing work in confined spaces, on ladders or towers.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position requires the ability to work in both inside and outside environments in all types of conditions; works in a server room and Headend type facility surrounded by various types of electronics; ability to travel to different sites and locations required.

The noise level in this work environment is usually moderate.

** A pre-employment drug test is required.

Approved: _____ Date: ___1/13/2023___

City Manager

Date Modified: 1/3/2023