


JOB DESCRIPTION

IT Technician I

Date of Last Revision: May 2021

 WESTERLY Rhode Island	DEPARTMENT	Information Technology		
	REPORTS TO	Director of IT		
	FLSA STATUS	Non-Exempt, Full-Time		
	POSITION TYPE	Non-Union	PAY GRADE	

POSITION OVERVIEW

Under the general direction of the IT Director, the IT Technician I is responsible for providing support in all areas of IT. Support includes, but not limited to, user support services, help desk and/or problem determination and responds directly to users through e-mail, phone and in-person.

ESSENTIAL JOB FUNCTIONS

- Provides help desk support to assist end users in resolving hardware and software issues by fielding telephone calls and e-mail communications.
- Diagnoses problems and performing troubleshooting activities on a variety of IT issues.
- Documents, tracks and monitors the problem to facilitate a timely resolution.
- Performs installation and maintenance functions including installing, testing, monitoring, upgrading, troubleshooting, maintaining and repairing computer systems, networks and peripherals.
- Provides installation and configuration of application software and replaces old workstations and other related hardware as needed.
- Assists users by determining and/or troubleshooting problems with network, hardware and software.
- Escalates more complex problems to higher level information systems staff.
- Uses hardware and/or software aids and diagnostic tools to troubleshoot network and installs and configures local and network printers, scanners and other peripherals.
- Assists users with problems in utilizing software applications specifically regarding word processing, spreadsheets and other office productivity software.
- Plans and coordinates changes to the telecommunication systems by modifying greetings, performing system maintenance for line moves and setup new users or change users in system.
- Assists and trains users with telecommunication questions or issues.
- Maintains website and assists website users in the administration and review of their specific pages.
- Acts as liaison between users, information systems support staff and vendors and provides user support training.
- Assists with IT Policy compliance.

ADDITIONAL JOB FUNCTIONS

- Collects data from various databases and generates reports.
- Data entry projects.
- Creates documentation for job procedures and directions.
- Other duties and projects as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

For successful performance in this position, the incumbent will need to demonstrate the following:

KNOWLEDGE of:

- Principle, practices, laws, regulations and procedures of technology in a networked environment.

SKILLS *in*:

- Organizing and prioritizing work, exercising independent judgment, wisdom, and common sense within established procedures guidelines and rules.
- Interpersonal, verbal, and written communication for interaction with elected and appointed officials, employees, agencies, other governmental units, vendors and the public.

ABILITY *to*:

- Prepare and analyze comprehensive reports and carry out assigned projects to their completion.
- Demonstrate good customer service skills with the ability to problem solve.
- Utilize Microsoft Office Suite applications such as Microsoft Word, Outlook, and Excel in addition to other applicable software.
- Handle confidential material and information in an ethical and professional manner.
- Effectively communicate with, present information to, and respond to questions from Town officials and management, other government agencies, vendors, and the general public.
- Maintain a professional attitude and maintain punctuality and consistent attendance with advance notification of absences.
- Perform detailed work accurately and on time and initiate and maintain necessary follow-up.
- Prepare and submit clear, concise and accurate reports either orally or in writing.

MINIMUM POSITION REQUIREMENTS**EDUCATION AND EXPERIENCE**

- Bachelor's Degree in Computer Science, Information Systems, Public Administration, Business Administration, or related field.
- Minimum of one (1) year of experience as a help desk technician, computer technician, or related area.
- Any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities necessary to successfully perform the essential job functions of this position.

LICENSES AND CERTIFICATIONS

- A valid driver's license.
- CompTIA A+ certification is required within one (1) year of hire and other related IT professional certification is highly desired.

ENVIRONMENTAL AND PHYSICAL DEMANDS**ENVIRONMENTAL DEMANDS *including*:**

- Work in an office environment with light to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

PHYSICAL DEMANDS *including*:

- Sedentary office work although standing in work areas and walking between work areas may be required.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator, and to operate standard office equipment.
- Mobility to work in a standard office setting and use standard office equipment.
- Vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone.
- Occasionally bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects weighing up to thirty (30) pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.