

TOWN OF HAMDEN

Information Technology Technician

Classified/Non-Competitive
Department: Mayor's Office

BU.: AFSCME, Local 2863
Salary: Range 8

POSITION DEFINITION:

Under limited supervision, administer all aspects of the desktop computing environment for internal users. Assist the Information Technology Manager in the development of procedures and policies that define acceptable and effective use of the desktop environment. Troubleshoot issues that arise with the desktop environment and develop solutions or workarounds to those issues.

SUPERVISION RECEIVED:

Works under the direct supervision of the Information Technology Manager or his/her designee.

EXAMPLES OF ESSENTIAL JOB DUTIES:

- Coordinates installation of computer hardware and PC/network applications in all City department and library branches;
- Communicates with vendors on a regular basis;
- Conducts/arranges for instruction on various PC software applications;
- Installs and upgrades Windows system releases;
- Assists in the evaluation and makes recommendations for updating hardware and software relating to personal computers/networks;
- Respond to questions/problems relating to various PC software applications;
- Performs proper planning and implementation of PC and network projects;
- Travel between Town buildings and Town libraries as needed;
- Performs related work as required;
- Ability to work independently;
- And update Town and Library web sites.

MINIMUM QUALIFICATIONS REQUIRED

Minimum requirements: Associate or College Degree in computer science, MIS or related field of study, or two (2) years of related experience with evidence of technical training in computer science/information systems including PC/customer support such as: Vendor certifications, A+ Certification, Network+Certification, MCSE or MCP Certification preferable but not required. Previous desktop support experience preferable.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of practices, procedures and terminology relating to personal computers, LANs, and WANs; knowledge of Windows2X, Windows SP, Microsoft Office Suite and Anti-Virus packages; experience with industry standard drive copy and imaging solutions; good written and oral communications skills; ability to analyze problems and find solutions; ability to learn to act as back-up to server systems; ability to learn proprietary systems used by the Town and Library branches; and ability to communicate technical information to non-technical personnel.

LICENSING REQUIREMENTS:

Must possess a valid Connecticut Driver's License.

PHYSICAL/MENTAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handles, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision. Must be able to see objects closely, as in typing or reading a document. Able to hear normal sounds with background noise. Must be able to concentrate on fine detail with normal interruption, attend to task for 45-60 minutes at a time, remember multiple assignments given over long periods of time and understand the theories behind several related concepts.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties.

Approved by the Civil Service Commission on June 18, 2007.