



IT Support Technician

Class Code:
13008

Bargaining Unit: AFSCME

CITY OF RAMSEY
Established Date: Jul 27, 2021
Revision Date: Aug 11, 2021

SALARY RANGE

\$25.87 Hourly

PRIMARY OBJECTIVE OF POSITION:

To assist the Information Technology Department (IT) with all matters of Information Technology: desktop computers, mobile devices, desktop peripherals, server, network security/infrastructure, telephone systems, audio/visual equipment, door access and document imaging.

****NOTE -- This is an AFSCME union position****

2021 Wage Scale:

Step 1 - \$25.874/hr -- Step 2 - \$27.168/hr -- Step 3 - \$28.461/hr -- Step 4 - \$29.755/hr -- Step 5 - \$31.049/hr -- Step 6 - \$32.342/hr

MINIMUM QUALIFICATIONS:

- Must be 18 years of age or older
- Must have a high school diploma or equivalent
- Must have a valid state driver's license with good driving record
- Must have at least an Associates Degree in Applied Science focusing on computer networking, information technology or a closely related field; or completion of a post-secondary certificated program in IT education and experience will be considered
- Must have experience with Windows operating systems
- Must have experience in setting up and installing personal computers, operating systems, printers and wireless devices in a network environment
- Must have basic experience with Local Area Network (LAN) set-up and support, as well as an understanding of wireless networks and devices

Desired Qualifications:

- Bachelor's Degree in Computer Science or closely related field

- Two or more years of closely related experience or one plus years of public sector experience
- Previous experience with Cisco networking is highly preferred
- Previous experience in virtualized server environments
- Previous experience working with Laserfiche Record Retention Software
- Previous experience working for a municipality or county

ESSENTIAL JOB FUNCTIONS:

- Assist in the planning and implementation of additions, removals, and major modifications to the supporting infrastructure
- Oversee and maintain computer equipment and software for the City's staff, meeting rooms, training programs, and vehicles
- Interact with internal staff, both on premise and remotely, to help resolve IT-related issues and provide answers and solutions in a timely manner
- Work with different departments to assess technology needs and opportunities, and help implement solutions seamlessly into the City's network environment
- Work with other IT staff to ensure that City assets and records are maintained responsibly
- Document important information such as diagrams, licenses, training material, ticket documentation, various logs, and device inventory
- Back-up to the IT Manager, as needed
- Perform a wide range of tasks (within the ability and resources of the IT Support Technician) at the verbal or written direction of the IT Manager or their designee

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of personal computer hardware, software, mobile devices, printers, multi-function devices and networking best practices
- Knowledge of viruses, malware, and preventative measures for both
- Knowledge of HTML and web content management systems (CMS)
- Considerable skill and superior understanding of Windows desktop environment and troubleshooting methods
- Considerable skill and understanding of Windows Server environment and roles (AD, DNS, Exchange)
- Ability to provide superior customer service to staff members
- Ability to maintain an attitude of continuous learning, decisive problem-solving, and self-motivation
- Ability to communicate clearly and effectively verbally, both in-person and over the phone, and with written communications/documentation
- Ability to keep clear and concise records (tickets, updates, purchases, etc.)
- Ability to organize and prioritize the needs of staff members
- Ability to perform web or graphic design work or audio/visual editing
- Ability to work independently and as a member of a team
- Ability to work with a wide range or types of people

JOB ACTIVITY REQUIREMENTS:

The following are the physical activities that are associated with this position:

- Standing
- Sitting
- Walking
- Lifting
- Handling Objects
- Stationary desk or bench work

This position requires employees to be able to lift and carry up to 50 pounds without assistance.

The following are the working conditions of this position:

- Working indoors
- Operating motor vehicles
- Driving a City vehicle or personal vehicle
- Driving is an essential function of this job