

CITY OF TRINIDAD

CLASS TITLE: Support Technician

ACCOUNTABLE TO: IT Director

PRIMARY OBJECTIVE OF POSITION: Under the direction of the IT Director is responsible for performing complex service functions in maintaining, troubleshooting, repairing or replacing computer components including PCs, printers, laptops, network devices, etc..

The class title of Support Technician is an administrative-management position and is union exempt.

MAJOR AREAS OF ACCOUNTABILITY AND PERFORMANCE:

Must follow the policies of the City of Trinidad. Is responsible for the maintenance of the E911 center equipment - radio consoles, telephone equipment, voice and radio traffic recorder, computers, and all other equipment in the center. Performs maintenance on electronic equipment in the center. Working knowledge of computers and related programs; ability to use keyboard required. Must maintain an up-to-date knowledge of technological advances in dispatch technology for purposes of recommending best practices hardware and techniques. Must be able to prioritize.

Required to provide technical assistance to users of PCs and networks in all City departments, satisfying their requests promptly. Will have a job site location at City Hall or at the City Hall Annex.

Required to maintain, support, and implement new technologies. Install and maintain the following systems to a high standard of quality, within established guidelines and minimum downtime:

- Computer networks
- Personal computers and peripheral equipment
- Computer management hardware and software
- Operating systems for personal computers and networks
- Communication equipment and software
- Video surveillance system supported by wireless network
- Servers
- Wireless Point to Point Antennas

Required to have knowledge of and be able to support third party applications as assigned:

- Microsoft Products
- Network printers, scanners, and peripheral troubleshooting,
- Data backup/retrieval hardware and software
- POSITRON Power Suite, which includes Power 911
- IBM OS 400 System operations, upgrades & installations
- Email support and web page updates

Directs and oversees the equipment maintenance programs.

PHYSICAL DEMANDS: Position requires some physically demanding movements. Duties are usually performed in surroundings where undesirable physical conditions and hazards are minor and controllable with proper safety equipment to prevent injury.

- Must be able to lift and carry at least 50 pounds.
- Must have ability to climb ladders to maintain equipment and initially determine malfunctions.
- Must be able to sit, stand, and walk for extended periods of time.
- Must be able to see in low or bright lighting conditions and distinguish between colors.
- Must be able to speak clearly and hear at a level to adequately use emergency dispatching equipment.
- Ability to write clearly, read from and write daily logs and reports.
- Ability to perform math skills, such as addition, subtraction, multiplication and division.
- Constant use of fingers and both hands.
- Must be able to push, pull, grab, stoop, kneel, crouch, bend, climb, and other physical activities to perform the job of Support Technician.
- Must be without functional color-blindness.
- Must possess the physical and mental capacity to work under the conditions described in this document and to perform the duties required by the assigned position.

SUPERVISION – RESPONSIBILITY FOR WORK OF OTHERS: None

EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:

Minimum of high school diploma or GED equivalent. Two years of college level classes and/or two years experience in the field of IT or a combination of education and experience. Four years of college level classes and a background in the field is preferred. Able to obtain and maintain CCIC/NCIC clearance.

EXAMPLES OF PERFORMANCE CRITERIA AND QUALIFICATIONS:

Performs all job duties and tasks required of Support Technician.

Ability to assist in training programs.

Instructs employees on new equipment.

Knowledge of computer systems and their application to public safety communications.

Ability to establish and maintain effective working relationships with others.

MARGINAL FUNCTIONS

Other duties as assigned.

WORKING CONDITIONS:

Position may require prolonged sitting, standing, walking, reaching, twisting, turning kneeling, bending squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in keeping records and preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents and acute hearing is required when providing phone and face-to-face service. The duties of the position require excellent health and the physical ability to attain the skill necessary for the position.

WORK ENVIRONMENT

The general environment is indoors, using a computer, radio and phone system, works around others, works with others and may work alone.

Testing may be required. Drug and alcohol screen, background investigation and physical examination are required prior to hire.

BENEFITS

Wage: \$24,200 annually/Negotiable based on experience

Six-month probationary period

Major medical insurance coverage

Sick leave and paid vacation

Retirement plan

APPLICATION INFORMATION:

Applications may be obtained through the Colorado Workforce Center, 140 North Commercial Street, Trinidad, CO 719-846-9221.

Position open until filled.