



City of Milford
Information Technology
Technician
Pay Grade: 08

Employment Status: Part-Time

FLSA Status: Non- Exempt

Experience Required: 10 years computer, server, and network experience. Minimum of 5 years of IBM AS400 administration experience; minimum of 3 years on Cisco and various firewall administration experience; software/hardware certifications. NIMS (National Incident Management System) ICS-100 and FEMA IS-700 training. Possession and retention of a valid Delaware vehicle operator's license is required. Must pass pre-employment testing for substance abuse, criminal background and motor vehicle driver's license history. Subject to random drug and alcohol testing in accordance with City policy.

Minimum Education Requirements: Associates Degree in Computer Systems

Direct Supervisor: Information Technology Director

Supervisory Responsibility: N/A

Primary Work Location: Office setting

Job Summary: The Information Technology Technician is responsible for maintaining the City's computers/servers, providing network tech support and installing new equipment.

The Information Technology Technician shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative and responsive service. The Information Technology Technician shall demonstrate technical skills through effective communication and collaboration, proper use of resources, sound decision-making, personal accountability and responsibility

Supervision Received: Work is performed under the general supervision of the Information Technology Director.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential duties:

- A. Handle hardware and software technical support calls from all City departments.
- B. Diagnose all computer and network problems; includes Cisco and firewall administration.
- C. Install and configure all new networking, wiring, and computer equipment purchased by the City.
- D. Evaluate and recommend purchase of new equipment and software.
- E. Configure Domain Server Active Directory requirements, includes SQL, email, database and 3rd party servers.
- F. Performs related work as required.

Essential Functions, Qualifications, & Knowledge, Skills, and Abilities (KSA) for Employment:

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Software that is used for the City.
- Installation of new equipment.

Skills

Effective Date: November 2017



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- Communication- able to understand written and oral communication.
 - Time management.

Abilities

- Perform server/network/personal computer troubleshooting to isolate and diagnose common problems.
- Install, upgrade and configure network/PC printing, directory structures, rights, security, and software.

Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my positions. I would like to have a second review of the job description with my manager and human resources.

Department Director:

Employee:

Human Resources Administrator:
