



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.

Minimum Education Requirements: Associates Degree in Computer Systems

Direct Supervisor: Information Technology Administrator

Supervisory Responsibility: None

Primary Work Location: Office setting

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

Supervision Received: Work is performed under the general supervision of the IT Administrator.

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 to City Manager, Finance Director and IT Administrator.
- 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

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

Abilities



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- 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.



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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:
