



**BOARD OF PUBLIC WORKS
JOB ANALYSIS SCHEDULE**

IT SUPPORT TECHNICIAN – ADMINISTRATION - UTILITY SYSTEM

Exempt – Non- Safety Sensitive

WORK PERFORMED

Under the direct supervision of the Director of Technology, the IT Technician will be responsible for the daily support, operation, maintenance, and troubleshooting of the informational technology systems of the Hannibal Board of Public Works (HBPW). This position requires the collective support of multiple departments, users, and technology resources on a day-to-day basis. This position comes with a very high level of trust. The individual must always conduct themselves with a high level of integrity and exercise privacy and good judgment.

PRIMARY RESPONSIBILITIES

- Work in coordination with the Director of Technology.
- Provide day-to-day monitoring of overall network resource availability and respond to issues as they arise by either directly addressing, informing the Director, or contacting our 3rd party support consultants.
- Must be familiar with Windows Active Directory and Group Policy Manager to properly manage and secure user access to various network resources.
- Provide administrative controls over the Microsoft family of products especially Office 365, OneDrive/SharePoint, Teams and InTune MDM.
- Continue to support the existing cyber security related measures currently in place and continue to keep staff informed about emerging concerns or new products to ensure security of data and network resources.
- Responsible for and/or assist with coordinating, installing, and maintaining equipment related to voice and data as well as providing technical expertise regarding the integrating of new technology that will directly interface with any network service.
- Possess the ability to conduct product research or technology reviews and provide recommendations for proposals or bid specific documentation for technology related purchases.
- Will be required to act as a leader/coordinator on team or solo projects in support of application development, enhancements, or maintenance related items.
- Possess the skills necessary to provide comprehensive documentation of any process changes, how-to instructions, or operations.
- Be able to conduct periodic assessments of various items to determine the need for enhancements to existing systems or plan for upgrades.
- Serve as a liaison to outside resources whenever necessary.
- Act as the first level resource for troubleshooting of user issues or concerns.
- Be available to respond to emergency issues when necessary.
- Be able to provide end-user level training related to new software or technology changes.
- Perform other duties as assigned.

REQUIREMENTS OF WORK

- Understand and implement safety regulations and policies of the HBPW, including those in various manuals, and those directly taught in Safety Meetings. Attendance at Safety Meetings that apply is required, as well as the immediate reporting of accidents, incidents, violations, improper acts, and defective equipment. All work shall be performed safely, with equal emphasis on the safety of the Employee, Fellow Workers, and the General Public.
- Conduct shall comply with HBPW safety rules, standard operating procedures, verbal instructions, working rules, personnel policies, and other applicable standards. While on duty, the interaction with the public and other workers shall be courteous, and a positive attitude shall be displayed. All HBPW employees are subject to yearly performance evaluations and any unsatisfactory aspects of the evaluation shall be corrected by the next evaluation.
- Able to follow oral and written instructions, able to accurately and neatly complete operating records/event log sheets. Must be able to make responsible decisions regarding emergency trouble call episodes, process recovery/correction procedure and notifications.

- Able to effectively communicate, orally and in writing, able to work well with others, and able to work alone without supervision. Individual must be self-motivated and reliable. When required, shall assist in and be a willing participant in the training/orientation of other technicians.
- Responsible for continued and efficient function of company equipment.
- Have a working knowledge of SIP/VoIP telecommunication services.
- Must keep updated and be adaptable to changes and/or improvements in equipment, software, and operational procedure.
- Must have sufficient initiative and judgment to properly respond to emergency situations.
- Familiar with various networking protocols and routing.
- Able to learn and support new systems and applications.
- Able to adapt to differences in employee personalities and possess appropriate interpersonal skills.
- Able to improve skills, talents, and knowledge of the various applicable system operators. Improved skills, talents, and responsibilities shall be expected with time.
- Able to report to work promptly and fulfill job duties. Attendance record shall be good, free from excessive absences.
- Able to manage multiple projects with minimal supervision and provide feedback to management when requested.
- Able to perform occasional manual labor tasks, able to report to work on short notice during emergencies and able to work extended shifts during manpower shortages.

QUALIFICATIONS

Candidate should have a degree in Computer Science, Information Systems or related field, certification as IT Technician, or be a Certified IT Professional. Required minimum of 3 years of related field experience. Specialized training commensurate with assignment is preferred. This position requires the capabilities of a functional IT Technician to ensure business needs are satisfied and coordinating specific informational technology systems are managed.

- Previous experience and knowledge with municipal government and public utilities, is preferred.
- Must possess excellent oral and written communication skills.
- Basic reading, writing, and arithmetic skills are required.
- Must be able to maintain composure under stressful conditions.
- Must possess the ability to professionally interact with other employees and the general public.
- Must be self-motivated, possessing drive, enthusiasm, and be detail oriented.
- Must pass a physical examination by company-approved physician.
- May be subject to security screening.
- Must possess a valid driver's license and be able to properly operate company vehicles when necessary. May be subject to additional driving testing.

SAFETY RESPONSIBILITIES:

The IT Technician is required to comply with all safety regulations of the HBPW. The Technician is a non-Safety sensitive position, not directly affecting the safety and wellbeing of field workers or the public. All positions must comply with the HBPW Drug Free Workplace policy.

PHYSICAL REQUIREMENTS

- The physical capabilities of the Technician are described in relation to those needed to successfully perform the essential functions; however, reasonable accommodations shall be made to enable persons with disabilities to perform said functions.
- The performance of the job requires the employee to walk, sit, talk, hear, and use hands and fingers for job functions, ability to reach with hands and arms and the ability to focus. Employee shall be able to lift at least 25 pounds. Employee must be able to work under adverse conditions including dampness, wet weather, hot weather, snow, ice, etc. and may be required to work outdoors.
- Some job tasks may involve manual labor, including unloading shipped materials, lifting, standing, walking, stooping, bending, kneeling, and tool and equipment operation.

The standard workday will be Monday through Friday, however, due to the nature of technical support service, and to minimize the effect on the normal business day operations, the employee may be required to work non-standard shifts. Employee may be called upon to work during extreme conditions or situations when necessary.

The duties listed above are intended only as illustrations of the various types of work that may be performed.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job.