



37.5 hrs	Computer Technician	Job Description	
<b>Direct Report</b>	Senior Technician	Grade	E 45,104 – 56,082
<b>Department</b>	Administrative Services	FLSA	Non Exempt
<b>Division</b>	Technology	Bargaining Unit	Non- Union
<b>Date</b>	May 2015	Location	Town Hall / Police Department

**Summary**

Provides IT support for town staff under the general direction of the Senior Technician including but not limited to computer, server, networking, mobile devices, and equipment maintenance as well as end user support.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Offer technical support on-site or via phone or email.
2. Assist Senior Technician in setting up Local Area Networks in the Town buildings for administrative functions.
3. Must have at least a basic understanding of networking concepts, especially TCP/IP.
4. Must have a strong background in computer hardware knowledge and troubleshooting.
5. Installation, maintenance, and troubleshooting of software, and computer hardware, including peripherals.
6. Must be comfortable supporting a wide array of mobile devices.
7. Perform routine upgrades and other related duties assigned by the Senior Technician.
8. Participate in the decision making process for the selection of equipment and software to fulfill departmental needs.
9. Help support the Town’s telephone system, and work with telephone system vendors to resolve problems.
10. Assist in the management of the Town’s Website.
11. Maintain computer security, access, and user accounts.

**Peripheral Duties**

1. Serves on employee committees as required.

**Supervisory Responsibility**

1. This position has no supervisory responsibilities.

**Competencies**

Personal Effectiveness	Troubleshooting	PC Hardware & Software
Communication Skills	Network Troubleshooting	Diagnostics

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, fax machines and utilizes the typical office storage equipment such as file cabinets, shelving, desks, etc.

**Physical Demands**

In this position the employee will frequently be required to sit, talk, hear, and use hands to handle or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk, stoop, bend, kneel, push, pull and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this position include close vision and the ability to adjust focus



## Computer Technician Cont.

### **Work Hours**

This is a full time position with typical 37.5 hours per week. Town Hall operating hours include 7:30 AM to 5:30 PM Monday, Wednesday and Thursday; Tuesday 7:30 AM to 7:00 PM. Hours will vary to include department coverage, occasional evening meetings and as projects require. Town Hall is closed on Friday's.

### **Minimum Qualifications**

1. Associate's Degree or equivalent in information technology.
2. At least three (3) years -experience in computer hardware and software support.
3. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.
4. Maintain a valid driver's license and properly registered vehicle

### **Additional Knowledge, Skills and Abilities:**

1. Working knowledge of PC hardware and software architectures and diagnostics and troubleshooting methodologies
2. Familiarity with PC networks
3. Knowledge of several types of computer applications
4. Ability to work well with a diverse group of people and communicate effectively
5. Familiarity with network design and maintenance
6. Ability to pass a probation background check

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice as needed by the Town of Reading within the scope of departmental needs.

### **Signatures**

This job description has been approved by all levels of management:

Town Manager: \_\_\_\_\_ HR: \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: \_\_\_\_\_ Date: \_\_\_\_\_