



Job Description

Position: Technology Support Technician
Primary Location: Town Hall
Employment Status: Full-time, Hourly, Non-Exempt
Reports To: IT Manager
Description Updated On: October 25, 2021

Summary/Objective

The Technology Support Technician will serve as a first point of contact for employees seeking technical assistance. The position is responsible for ensuring effective and efficient troubleshooting through standard diagnostic techniques and provides support by maintaining a general working knowledge of all applications of network/hardware issues, including resetting passwords, printer issues, etc.; also responsible for developing, maintaining, and updating Town of Milford website content. The employee is required to perform all similar or related duties.

Essential Functions

- Installs, configures, upgrades and troubleshoots all PC hardware/software on a Microsoft Windows Platform (including but not limited to Windows Server Versions, Windows 10).
- Configures and troubleshoots all peripherals (printers, scanners, copiers, faxes, audio-visual and hand-held devices).
- Maintains Microsoft Windows Server 2012, 2016 and Exchange 2013 (Creates/unlocks/disables user accounts, resolves e-mail issues, and creates permission file shares).
- Analyzes and resolves technology issues using logic and creativity, follows established procedures and exhibits a commitment to seeing the problem through to resolution.
- Assists in preparing, planning, configuring, and implementing ongoing technology equipment updates or projects.
- Develops and maintains Town of Milford website content.
- Provides user support and training in using existing and/or new technologies.
- Performs research to remain knowledgeable and current on emerging trends and technology shifts.
- Documents all incidents, requests, and changes in the Town's helpdesk ticketing system as they are reported and resolves them in a timely manner.
- Maintains and documents the technology inventory for the Town of Milford.
- Assists in any network or server upgrades, installations, or emergencies.
- Maintains confidentiality regarding information being processed, stored, or accessed by the end-users on the network.
- Assumes additional responsibilities as assigned by the IT Manager or IT Director.

Required Qualifications, Education, and Experience

Associate's degree in field related to Computer Science, Information Technology or Business and Information

Technology; Minimum of one (1) year of experience providing support services within a technology department, as well as strong troubleshooting and maintenance experience with the following; desktops, laptops, printers, scanners, hand-held devices, software, enterprise resource programs (ERPs), networking, backups and email; or any equivalent combination of education and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job; valid Driver's License a must.

Minimum Qualifications, Education, and Experience

- Associate Degree with three years of applicable technical work experience
 - Minimum of three years' experience supporting Microsoft Office and Office 365
 - Intermediate to advanced proficiency supporting Windows OS client computing environments. A+ Certification preferred. Chrome OS and Mac OS experience a plus.
 - Familiarity with other learning technologies such as SMART Boards, LCD Projectors, Web 2.0 tools preferred.
 - Ability to troubleshoot basic networking issues.
 - Self-starter with exemplary customer service skills to complement proven multitasking abilities.
 - Ability to provide effective support to all levels of the organization.
 - Ability to multitask and work independently in a fast paced technical environment.
 - Ability to work fantastically well with technical and nontechnical users.
- Working in a municipality or public educational environment preferred but not required.
- Website content management and development preferred but not required.
 - Active Directory, Network hardware (Cisco, Wireless AP and FortiGate/Fortinet) and Telecom VOIP experience.
 - Knowledge of Help Desk ticketing systems such as; (Solar Winds Web Helpdesk) and audio-visual experience (Sound systems, Projectors, and Speaker\Microphones).

Certifications in Microsoft, Dell, Apple, Cisco, IT Security etc. are desirable but not a requirement

Preferred Knowledge, Skills & Abilities

- Current knowledge of federal, state, and municipal laws, regulations, and procedures relating to the function of an IT department; record retention, network security, and data confidentiality. Working knowledge of computer hardware, software, and various applications; digital video technology and hardware; telecommunication and programming. Working knowledge of the internet and website technology in support of municipal operations.
- Proficient computer, mathematical, record-keeping and clerical skills, proficient written and oral communication skills. Effective troubleshooting, problem solving, analytical, and interpersonal skills.
- Ability to diagnose and resolve basic technical issues. The employee must be able to work independently and to adapt to a rapidly changing technology environment.

Physical and Mental Job Requirements

- Frequent moderate effort is required for such tasks as moving computer and office equipment; occasionally required to lift equipment and supplies weighing up to 50 pounds.
- Mental requirements:
 - Understand and apply routine verbal and/or written instructions
 - Understand and apply non-routine verbal and/or written instructions
 - Organize actions to complete sequential and/or routine tasks
 - Organize and prioritize individual work schedule to manage multiple tasks and/or projects
 - Make decisions that have an impact on the individual's work
 - Make decisions that have an impact on the immediate work unit's operations and/or services

- Communicate and exchange routine/basic information
- Communicate and explain a variety of information
- Memorization/concentration
- Learning/knowledge retention
- Analyzing/examining/testing data
- Emotional/behavioral self- regulation
- Interacting with others

Work Environment

The employee performs work in a municipal office setting subject to frequent interruptions from employees. The position also requires travel to other Town buildings outside the Town Hall where the employee may be subject to garage, basement, or gymnasium-type settings.

Hours of Work

- This role is paid on an hourly basis.
- This position is full-time and hourly, working 35 hours during a Monday through Friday workweek. However, the employee may also be required to work beyond normal business hours to complete projects, routine maintenance, or attend Town meetings.

AAP/EEO Statement

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

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.

Signatures

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

Employee_____ Date_____

Hiring Manager_____ Date_____