Job Description

Information Technology Technician

IDENTIFICATION

Job Title: Information Technology Technician

Supervisor's Position: Director of Protective Services

Job Status: Permanent Full Time – 37.5 hrs. per week

Location: Town Hall

OVERVIEW

The Information Technology Technician ensures that all computer hardware, office equipment (phones, copiers, printers, security cameras), software, and networks within the Town's Administration are installed and maintained properly. This includes ensuring that all systems are up to date, secure, and functioning as needed to support the Administration's operations.

RESPONSIBILITIES

- Installing and maintaining computer systems, software, and network hardware
- Troubleshooting technical issues and providing support to users
- Ensuring data security and privacy through the implementation of cybersecurity measures
- Performing software and hardware upgrades and maintenance
- Implementing backup and disaster recovery plans
- Conducting regular system updates and patches
- Implementing and following IT policies and procedures
- Collaborating with other departments to address technology needs and requirements
- Training staff on IT usage and best practices
- Participating in strategic technology planning to align IT resources with organizational objectives
- Executing the onboarding and offboarding process for staff PCs and access rights

Carry out any other duties related to the major functions of the job as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Technical Expertise: Proven knowledge of computer hardware, software, networks, and information systems.

Problem-solving: Strong analytical, problem-solving and troubleshooting skills to address technical issues and optimize IT operations.

Communication: Effective communication skills to collaborate with team members, other departments, and external vendors.

Cybersecurity: Knowledge of cybersecurity best practices to ensure data security and privacy.

Strategic Planning: Ability to develop and implement technology strategies that align with the organization's goals.

Adaptability: Flexibility to quickly adapt to new technologies and industry trends.

WORKING CONDITIONS

Physical Demands

The Information Technology Technician will be required to spend long hours sitting, using office equipment and computers, which may lead to muscle strain. Additionally, there may be occasional light to moderate lifting of supplies and boxes of materials, resulting in mild muscle strain.

Environmental Conditions

The Information Technology Technician primarily works in a controlled office environment that can be busy and noisy. Excellent organizational, time management, and stress management skills are necessary to effectively carry out required tasks.

Sensory Demands

Sensory demands include regular reading and computer usage, which may lead to eyestrain and occasional headaches due to intense focus and concentration required. The municipal office environment may also be noisy and busy, potentially affecting the Information Technology Manager's ability to concentrate.

Mental Demands

As an Information Technology Technician, the ability to work both independently and collaboratively is crucial. Frequent conflicts between staff IT requirements and what can be accommodated can be very stressful for everyone involved.

I certify that I have read and understand the responsibilities assigned to this position.

_____   _____

Employee's Printed Name   Employee's Signature

I certify that this job description is an accurate description of the responsibilities assigned to the position

_____   _____

Supervisor's Printed Name   Supervisor's Signature

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

_____   _____

SAO's Printed Name   SAO's Signature

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required for the position.