IT Tech Job Description | City of Sugar Hill

Department: Information Technology   Reports to IT Director

The IT Tech provides professional and effective technical support of City staff and applications. This position independently provides information technology support, including handling complex staff inquiries, computing incidents, requests for assistance, and website administration. Collaborates with technical support staff to resolve issues or manage transition activities. This position is also responsible for developing and maintaining the technical documentation necessary to support applications, websites, and infrastructure.

Key Activities:

- Under general supervision, provides information technology support, including handling moderately complex staff inquiries and requests for assistance with personal computer (PC) hardware, software, and mobile computing devices.

- Identifies, troubleshoots, and resolves moderately complex PC hardware, software, and mobile computing issues.

- Collaborates with IT staff to identify and resolve core problems.

- Utilizes solid problem solving skills to provide assistance and support to city staff.

- Ensures issues are properly escalated and addressed in a timely manner.

- Performs all support activities associated with installation, and maintenance of software systems.

- Assists with review, analysis, testing, implementation, modification, documentation, and administration of technical products, services, and procedures.

- Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

- Assists with installation and set-up of support software, such as network or database products.

- Possesses an understanding of the computer system components, operating systems and layered products, specialized and vendor software, and demonstrates an aptitude and willingness to keep technical skills current by learning new languages, operating systems, hardware, tools, and technology.

- Periodic weekend work and after hours support activities may be required.

- Performs other duties as assigned.

Key Success Factors:

- Ability to work independently, under pressure while at the same time adhering to strict deadlines.
- Ability to communicate verbally and in writing clearly to audiences of varying technical understanding.
- Excellent analytical skills and problem solving skills.
- Innovative with a high degree of initiative.
- Strong organizational and prioritization skills, with ability to manage multiple projects simultaneously.
- Comfortable working in a dynamic, fast-paced environment.

Attributes/Skills Required/Sought:

- Key areas of specialization that are appropriate for this position include: Networks and Telecommunications: LAN/WAN administration, Intra-computer communications, Network design and support, System Management and Administration, Installation and maintenance of vendor supplied operating systems, systems software, and layered products (such as VMS, UNIX, Windows), data security and data back-up/recovery.
- Experience administering websites hosted in a content management system such as WordPress.
- Experience in working with Microsoft Exchange 2010, 2016
- Experience in working with Virtual Environments and Systems (VMware or Hyper-V)
- Experience in setting up, installing and configuring, network equipment, hardware and or software.
- Excellent communication skills.
- Must possess a strong sense of urgency.

Qualifications, Experience and Education:

- Degree in an Information Technology related field or equivalent combination of education and/or work related technical experience.
- At least two years of experience installing, troubleshooting, and repairing PC hardware and software preferred.
- A+ Certification, Net+ and or Security+ Certifications
- A solid understanding of PC hardware, software, mobile computing devices, peripheral equipment, and networking principles and functions. Solid technical troubleshooting skills and a working knowledge of current technologies.
- Strong multi-tasking, customer service, and communication skills, including the ability to explain technical concepts to end-users.
- Proficient computer skills in programs including, but not limited to Word, Excel, Outlook, etc.

Other Requirements:

- Knowledge of proper body mechanics.
- May occasionally be required to reach, stoop, kneel, crouch, and climb ladders. May have to reach above eye level. Involves close vision, color vision, depth perception, and focus adjustment.
- Ability to lift 50 pounds.