



Job Title	Technology Support Technician
Department	Information Technology
Employment Status	Full-time
FLSA Status	Non-exempt

Scope of Work

Under the general supervision of the MIS Director, technology support technician will install, support, and maintain desktop and mobile hardware, network attached devices, and software systems as designed; provide technical expertise to managers and staff; and assist end-users on a variety of issues.

Supervision

Received	MIS Director
Exercised	None

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- In conjunction with department staff, assist in hardware/software preventive maintenance, provide technical assistance and resources for resolving technical problems for Town departments, identify the hardware and software needed to provide solutions to problems, assist in the customization and adaptation of existing programs to meet users' requirements, provide telephone, face-to-face and online support to customers, download and install appropriate software, connect users to networks and provide initial training.
- Meet regularly with department staff to discuss issues with and improvements to network, desktop, and mobile solutions; keep abreast of developing technology in the technology field in order to improve efficiency and effectiveness; actively communicate status and progress of tasks and projects; maintain accurate records related to user equipment, upgrades, configurations, and other information; create and maintain documentation for IT procedures, user instructions, and inventory.
- Related duties include decisional support to desktop, mobile, peripheral devices, and software applications; diagnose and troubleshoot desktop, laptop, mobile device, network, and other equipment issues; build or image and deploy desktop and laptop systems; support remote users use of VPN client and related network access; coordinate on-site desktop application training; provide assistance to departments in preparation of desktop applications; configure, install, and maintain desktops; perform desktop and peripheral maintenance as needed; resolve user questions on

hardware and desktop software; assist with inventory of assets; perform all server and domain level administrative tasks such as adding and removing accounts, maintaining mailboxes, resetting passwords and accounts; provision of smart phones, cell phones, and other mobile devices; maintain and replace hardware including laptops, desktops, printers, copiers, scanners, peripherals, monitors; respond promptly to support requests, and system problems.

Other Job Functions

- Performs related duties as assigned.
- Follow safe work practices.

Requirements of Work

The following requirements may be substituted for any equivalent combination of education, training and experience which provides the necessary knowledge, skills, and abilities required to perform the job:

- Completion of a four-year college degree program.
- Between four to six years' experience of technical and desktop support with a familiarity of a wide range of operating systems, hardware, software, and networking knowledge.

Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, ability, and skill:

Knowledge of	• Bachelor's Degree in computer science or related field with knowledge of operating system characteristics, capabilities, updating; service requirements of network and desktop systems; desktop productivity application such as word processing, spreadsheets, presentation program, database, graphics suite, desktop publishing software, and email client; web browsers; drivers; BIOS; and patches.
Ability to	• Under general supervision, incumbent functions independently within the broad scope of department policies and practices, frequently making and implementing decisions about program changes, referring specific problems such as significant user requests for modification to the MIS Director.
Skill In	• Hardware and software management • User accessibility • Customer support

Necessary Special Requirements

- Must have a valid MA driver's license.

Physical Demands

- Regular lifting and carrying of work materials, including files, microcomputers and peripheral equipment.
- Some travel by personal vehicle within Town and to neighboring towns.
- Normal office environment
- Regular interruptions to assist customers (users) and others.
- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Subject to regular interruptions to handle emergency network/technology situations

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer