



*The City Beautiful*

## City of Coral Gables Job Description

<b>Job Title:</b>	IT Technician	<b>Prepared Date:</b>	3/15
<b>Department:</b>	Information Technology	<b>Approved By</b>	Elsa Jaramillo-Velez
<b>Classification:</b>	Part-Time		Cathy Swanson-Rivenbark
<b>Pay grade:</b>	\$19.10/Hour		
<b>FLSA:</b>	Non-Exempt		



### Summary

Under the general direction of the CIO and senior management provides support of software and hardware for the City. Supports the Help Desk functions of the IT department and able to troubleshoot issues by phone and in person.

### Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Day to day computer, network, and applications support and troubleshooting, help desk phone and email support.

IT Service Request ticket management.

Hardware support for desktops, office, mobile, telephone and peripheral customer IT equipment.

Assist users with Remote Access setup and issues and documentation of all trouble calls.

Own and track issues and requests through to resolution and completion for customer satisfaction

Support low voltage cabling and network/telecom infrastructures.

Perform other related tasks as required.

### Knowledge, Skills, and Abilities

Ability to adapt quickly to the current environment, technology, and organization. Be motivated, knowledgeable, and a team player. Be able to communicate professionally with customers and be proactive in supporting the City's internal and external customers. Possess excellent organizational, customer service, and communication skills required in order to clearly and concisely express ideas; and, meet customer satisfaction goals. Strong technical knowledge is required. Be a self-starter and independent, requiring only minor supervision; and, have flexible working hours.

### Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, use hands to fingers, handle, feel or operate objects, read and write English. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, calculator, copies and fax machines.

Work is predominately indoors within a usually quiet to moderately noisy environment. Must be able to lift, carry and or push articles weighing up to 30 lbs.

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

**Minimum Education and Experience**

AA degree in Information Technology and one (1) year responsible and relevant experience in Information Technology or other related field. Any appropriate combination of relevant education and/or work experience will be considered.

A+, Network, and/or MCP certifications preferred, but not required.

Knowledge and experience with setup, configuration, use, and troubleshooting of computers, printers, cabling, network equipment, and other IT hardware and systems.

Proficient in Microsoft operating systems, Microsoft Office skills, Remote Desktop Protocol, TCP/IP configurations, antivirus, Active Directory, and Windows Tools & Utilities.

Valid Florida Driver's License