



Request for Council Action

TO: Mayor and City Council
THROUGH: General Affairs Committee
Technology Committee
Tim Murray, City Administrator
FROM: Kevin Bushard, Human Resources Manager
MEETING DATE: April 9, 2019
SUBJECT: Approve IT Technician Position and Job Description

Background:

Based upon a review of the City's current and projected information technology (IT) needs and demands, Staff is recommending that we hire a permanent, fulltime IT Technician in order to provide more effective and efficient service to the various City departments. The City had been using a managed service provider, but Staff has not been satisfied that the needs of various departments were being met in the absence of an IT Coordinator (upon the retirement of the previous coordinator), nor has their support provided under our new IT Coordinator been viewed as effective.

The 3-year contract with the City's managed service provider ended in January of 2019, and Staff anticipated that another managed service provider agreement would be cost prohibitive to provide the on-site, day-to-day assistance that is needed. Many of the tasks required of IT are hands-on and one individual cannot do it alone. By eliminating the costs for services provided by a managed service provider, and other efficiencies by the IT Staff, we expect to be able to keep the budget in check for 2019.

This recommendation was reviewed with the Technology Committee on March 19, 2019, and then with the General Affairs Committee on April 2, 2019—both committees recommended approval as proposed. With that, Staff is bringing forward the request to approve the addition of an IT Technician position for the City of Faribault, and approving the attached job description outlining the duties and responsibilities. Upon approval, Staff will score the position through the classification and compensation system and then post the position, with the hopes of hiring an individual by August, 2019.

Attachments:

- IT Technician job description

**CITY OF FARIBAULT
POSITION DESCRIPTION**

Position Title: IT Technician
Department: Administration
Reports To: IT Coordinator
Date: April 2, 2019

PRIMARY OBJECTIVE OF POSITION

This position is responsible for technical support work involving the development and maintenance of computerized information systems and sub-systems. Assists with network technical support, systems maintenance, and related City employees help desk technical support as assigned.

SUPERVISION RECEIVED

Works under the general supervision of the IT Coordinator

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist with end user support for a variety of applications including but not limited to Microsoft Windows, Microsoft Office, Laser Fiche, body camera applications, network hardware and others.
- Provide support with installing and configuration of hardware and software on computer systems.
- Provide users with system access, file security, user IDs/passwords, and security and system applications according to established procedures.
- Assists with technical analysis of systems/applications; coordinate system implementation plans.
- Performs computer hardware repairs, troubleshooting and upgrades.
- Assists with development of operation plans, data file backup and files related to department activities and functions.
- Assists with formal and informal training and/or education of employees.
- Assists with server and pc hardware upgrades.
- Troubleshoot electronic equipment including printers, copiers, security cameras, telephones, cell phones and other equipment as needed.
- Assists with the maintenance of the City's wide area network.
- Assist in developing and maintaining security administration guidelines and draft documentation for security-related processes and projects.
- Performs other duties related to the position as required.

PERIPHERAL DUTIES

Attend seminars and workshops related to IT duties and responsibilities.

MINIMUM QUALIFICATIONS

Education and Experience:

Two years progressively responsible experience in a technical support position involving the development and maintenance of computerized information systems and sub-systems, supplemented by classes and coursework in computer science, information technology systems, information technology, or related field; or any equivalent combination of experience and training which provides the knowledge, skills and abilities to perform the work at hand.

A valid state driver's license.

DESIRED QUALIFICATIONS

Associates or Technical (2 year) degree in computer science, MIS, information technology or related field.

Microsoft Certified Professional on windows server and client, including experience in database administration.

One year experience using the following software programs: Microsoft Word, Excel, Access, PowerPoint, Outlook, and LaserFische.

Necessary Knowledge, Skills and Abilities

Knowledge of computer technology and terminology

Ability to communicate effectively, both orally and in writing

Ability to learn new information systems quickly and efficiently

Ability to lift and move up to 30 pounds on occasion

Ability to operate a computer system

TOOLS AND EQUIPMENT USED

Personal computer, including word processing, spreadsheet, and database software; mainframe computer terminal; 10 key calculator; phone; copy machine; fax machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

While performing the duties of this position, the employee is frequently required to sit, talk, hear, read, use hands to finger, handle, feels or operate objects, tools or controls; and reach with hands or arms. Be able to occasionally climb ladder and perform work at various heights. The employee is occasionally required to walk and drive a car.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the environment is usually quiet to moderate.

OTHER

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.