



City of Klamath Falls

Position Description

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| Position: IT User Support Technician | Group: Non-represented |
| Department/Division: Support Services/IT | FLSA: Exempt |
| Evaluated by: IT/HRIS Manager | Salary Grade: 121 |

Summary

Provides technical support and help functions that relate to computer hardware and software, data communications, and connectivity. Position also installs, configures, troubleshoots, and services networked microcomputer workstations and related equipment and software used in administrative and classroom lab environments.

Distinguishing Career Features

The IT User Support Technician is an entry or intermediate level in a career ladder encompassing workstation, network, and applications support. The User Support Technician is capable of basic network operations, account setup applying existing computer security and user access rules, and hardware diagnostics, however, concentrates on supporting networked and standalone workstations and commonly used administrative software applications. The Senior User Support Technician is capable of network operations, account setup, applying existing computer security and user access rules, conducting training, and hardware diagnostics, however, concentrates on supporting networked and standalone workstations and provides technical support for enterprise software applications.

Essential Duties and Responsibilities

- Provides assistance to staff on utilizing computer and software programs including remote access and on the proper use of audio-visual or electronic equipment.
- Receives and resolves user ‘help desk’ calls and tickets. Documents calls, forwarding work order requests to other technology staff. Provides assistance for user’s needs in relation to work-station, cloud, software, and network troubleshooting.
- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to diagnosing system failures and isolating faulty parts, repairing or replacing parts, and verifying and testing for correct operations.
- Provides basic technical support to enterprise software systems supporting networked computers such as those for system updates, anti-virus, and virtual environments.
- Installs and configures networked computer users, e.g., computers, printers, modems, cabling, and peripheral communications equipment. Installs software and configures systems to support electronic mail. Troubleshoots mail access problems.

- Completes basic network tasks which include but are not limited to operations, moves, adds, changes, fault prediction, trouble detection/correction, path testing, and general maintenance.
- Activates data communications ports using network software. Implements protocols for electronic mail systems and accounts.
- Participates in troubleshooting to resolve hardware and operations problems, including but not limited to connectivity, internet access, electronic mail and file servers. Works with fellow staff, equipment users, and vendors to identify and resolve problems.
- Assists with updates to existing security software on networks and workstations. Tests existing systems and personal computers for potential viruses and security problems.
- Connects workstations to servers and participates with others to connect with internal networks and those used by outside agencies. Sets up employee accounts onto local networks.
- Tests software to ensure compatibility with the current operating environment and to equipment capability. Configures software to communicate with peripherals such as printers, modems, scanners, and screens.
- Provides backup to system and network administrators when needed.
- Develops and maintains up-to-date documentation supporting assigned and related areas of responsibility. This includes procedures and steps for equipment setup, help desk questions and answers, and inventory records.
- Assists staff with setup and configuration of multimedia equipment used in offices and meeting rooms.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

- **Knowledge and Skills**

Requires working knowledge of current and emerging technologies, terminology and principles of information technology. Requires working technical knowledge of personal computer operations, including the relationship and usage of various input and output components, business and municipal-specific applications, and terminology. Requires a working knowledge of operating systems used by the City. Must understand the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires a basic knowledge of personal computer based local area networks, network operations, connectivity between servers, and integration of data and telecommunications. Requires a basic knowledge of the following protocols such as TCP/IP, subnet masking, serial, Ethernet, and access lists. Requires a basic knowledge of the physical elements of the network including fiber optic, twisted pair, and coaxial Ethernet cabling and connections, and routing, switching, and repeating equipment. Requires sufficient communication and interpersonal skills to conduct individual instruction and technical assistance on the use and application of PC-based business software. Requires skill at conducting in-service type training. Requires sufficient writing skill to document technical procedures.

- **Abilities**

Requires the ability to install, configure, and troubleshoot networked computer workstations, systems, and programs used by the City in department-specific and general administrative areas. Must be able to install and configure computer components such as, but not limited to, cards, drives, and peripherals. Must be able to fabricate and connect interface cables and connections between computers. Must be able to analyze data and evaluate the needs of users and develop the alternative solutions to problems and needs. Must be able to prioritize and organize work to meet deadlines and timetables. Must be able to read, interpret and apply complex technical information including equipment and network diagrams. Must be able to give one-on-one and small group training in the use of microcomputers and business and instructional software. Must be able to effectively deal with difficult personalities and stressful situations. Must be able to work semi-independently, apply sound judgement, and maintain strict confidentiality. Must be able to develop and maintain cooperative and effective working relationships with other employees, supervisors, and citizens. Requires the ability to be timely in customer service responses. Must be able to attend work as scheduled and when required.

- **Physical Abilities**

Requires ambulatory ability to move to various office and office-type locations and to bend, stoop, crawl and reach to install cables and equipment. Requires sufficient hand-eye coordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

- **Education and Experience**

The position requires an associates degree in computer science or related technical field and two (2) years of experience in technical support to computer workstations and connectivity to networks. Bachelor's degree in computer science preferred.

- **Licenses and Certificates**

Requires a valid Oregon driver's license and the ability to transport equipment to and from work sites. CompTIA A+, and Network + preferred or equivalent.

- **Pre-Employment**

Job offers are contingent upon the individual passing a pre-employment drug screen, criminal background, and having a clean driving record. In addition, candidates must provide fingerprints and pass an Oregon State Police CJIS security background check to obtain CJIS Security Level 4 clearance, as well as complete training consistent with TSA and Airport-related security requirements.

Working Conditions

Work is primarily performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.