



Job Title: Systems Technician
Department: Finance
Division: Information Technology
Reports To: Technology Manager
Salary Range: \$22.69 - \$34.03, DOE
Hiring Range: \$22.69 - \$28.36

Job Status: Regular, Full-Time	FLSA Status: Non-Exempt	Town Status: Classified
Origination Date: 07/01/2007	Revision Dates: 12/30/2019, 9/22/2022	

JOB SUMMARY

Install, configure, administer and maintain network workstations, peripherals and mobile devices running Microsoft Windows, Linux and other operating systems. Install, configure and maintain associated peripherals and software in a LAN/WAN infrastructure across all Town locations using automated and/or manual deployment methods. Provide first-level technical issue resolution to all levels of end users regarding the use of their computing environment. Maintain documentation and configurations of domain workstations and associated devices.

ESSENTIAL FUNCTIONS

- Installs, configures, administers and maintains network workstations, peripherals, mobile devices and software in a LAN/WAN environment.
- Performs on-site and remote analysis of computing problems for end-users.
- Recommends and implements corrective solutions including off-site repair as needed.
- Accomplishes standard hardware and software installation on or with several vendor platforms including Microsoft, Apple, Samsung, Dell and Panasonic.
- Assesses the need for and implements hardware changes, software updates and configuration modifications for users computing environment including the installation of additional memory, plug-in deployment and other changes as may be required. Uses automated or manual deployment methods and NOS tools for change management.
- Receives and responds to incoming calls, e-mails and help desk trouble tickets regarding information technology problems. Logs and tracks service calls and maintains historical records and related documentation. Assists in preparing and maintaining procedures for logging, reporting and statistically monitoring desktop operations. Ensures systems availability meets established service –level agreements.
- Maintains an inventory of all workstation computing environment equipment including computers, mobile devices and peripherals. Assists in developing long-term strategies and capacity planning for meeting future end-user needs.
- Writes technical specifications for purchase of PCs, desktop hardware and related products. Identifies policies, procedures and work flows needing improvement and recommends solutions. Trains, coaches and provides basic to intermediate technical expertise to end-users. Writes, updates and reviews detailed documentation and manuals for software applications, hardware and network settings.



- Assists in all other areas of technology as needed.
- Performs all work duties and activities in accordance with department and/or Town policies and procedures.
- The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities are subject to change as the needs of the Town and requirements of the position change.

MINIMUM QUALIFICATIONS

- An Associate's Degree (AA or AAS) from an accredited college, university, vocational or trade school in computer science (CS), management information systems (MIS) or a closely related field and one year of hardware/software support in area of assignment including experience providing IT customer support services.
OR
- Four years hardware/software experience in area of assignment including experience providing IT customer support services.
OR
- Any equivalent combination of experience, training and/or education will be considered.

REQUIREMENTS

- Applicant must be able to pass a thorough background investigation including criminal records and driving history due to working with law enforcement electronic communication equipment.
- Valid Driver's License required or able to obtain an Arizona Driver's License within ten days of hire.

PREFERRED QUALIFICATIONS

- Any combination of vendor (Cisco, Microsoft) or vendor-neutral (CompTIA, Axelos) certifications.

This job description does not constitute an employment agreement between the Town of Sahuarita and the employee and is subject to change by the Town of Sahuarita as needed.

Management's vision is for all employees to embrace, support, and promote the Town's values, beliefs, and culture, which include but are not limited to the following expected behaviors:

- High ethical standards
- Active participation in teamwork
- Strong safety principles and safety awareness
- Provide outstanding customer service to internal and external customers

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, THE TOWN WILL PROVIDE REASONABLE ACCOMMODATIONS TO QUALIFIED INDIVIDUALS WITH DISABILITIES AND ENCOURAGES BOTH PROSPECTIVE AND CURRENT EMPLOYEES TO DISCUSS POTENTIAL ACCOMMODATIONS WITH A MEMBER OF THE HUMAN RESOURCES DEPARTMENT