



POSITION DESCRIPTION
An Equal Opportunity Employer

Class Title:	IT Technician / Help Desk Support	FLSA Status:	Non-Exempt
Dept./Div.:	Communications	Civil Service Status:	Unclassified
Reports to:	Communications Superintendent	Employment Status:	Full-time
EEO Status:	Professional	Normal Work Hours:	Day Shift
Employee Name:		DOT/O*Net Code:	25104; 15-1151; 15-1152

GENERAL DESCRIPTION:

Under direction, provide technical support of desktop computers, applications and related technology. Troubleshoot, identify, research and resolve technical problems. Document, track and monitor problems to ensure a timely resolution. Also perform a variety of maintenance, software and hardware installation, and training tasks to ensure end-user workstations and network performance meet Utilities and user requirements.

POSITIONS DIRECTLY SUPERVISED:

None.

EQUIPMENT OPERATED: (The following list is not intended to be all-inclusive.)
 Computers, network analyzers, network hardware; and general office equipment.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

1. Install, configure and provide support for all desktop computers, peripheral equipment and software. Investigate user problems and identify their source, determine possible solutions, test and implement solutions. Work with vendor support contacts to resolve technical problems with desktop computing equipment and software. Recommend and perform hardware and software upgrades on computer systems to ensure longevity and reliability.
 Knowledge of: (185); (191); (193); (194); (195); (263)*; (301)
 Skill in: (905); (958); (960)
 Ability to: (604); (609); (611); (633); (654); (704); (708); (724); (742); (745); (779); (781)
2. Ensure desktop computers interconnect seamlessly with Microsoft file servers, email servers, application servers and administrative systems. Work closely with Microsoft server support vendor to assure integration. Evaluate, install, and maintain remote administration software for all desktop computers.
 Knowledge of: (185); (190); (191); (193); (194); (195); (261)*; (263)*
 Skill in: (905)
 Ability to: (602); (604); (609); (611); (654); (684); (704); (708); (724); (742); (745); (779); (781)
3. Work with end users to assess functional needs and determine specifications for purchases; work with Department Heads to purchase computer supplies as well as hardware and software. Train and orient employees on use of hardware and software.
 Knowledge of: (185); (190); (191); (193); (194); (195); (263)*; (301)
 Skill in: (905); (958); (960)
 Ability to: (604); (609); (611); (633); (654); (704); (708); (724); (742); (745); (779); (781)



4. Provision cable modems for BMU Internet customers. Work with Internet help desk and communications department personnel as appropriate to evaluate and resolve problems of our Internet customers; assist the Internet helpdesk in resolving escalated customer PC and router problems.

Knowledge of: (192); (193); (261)*; (263)*

Skill in: (905); (960)

Ability to: (602); (604); (611); (654); (684); (704); (742); (745); (755); (756); (779); (781)

5. Work with Department Heads and cell phone vendors to maintain user cell phones. Responsible for overseeing and maintaining Habitec security system, phone recording system and cameras.

Knowledge of: (192); (261)*; (263)*; (301)

Skill in: (905); (960)

Ability to: (604); (611); (633); (684); (704); (708); (724); (742); (745); (755); (779); (781)

6. Manage and assure that backups are being done on all servers and desktops. Work with end users to assure that all of their departmental data is being backed up. Administer backup software to schedule correct backups. Ensures various tests are conducted as required and/or needed.

Knowledge of: (191); (192); (193); (194); (195); (263)*; (301)

Skill in: (905); (960)

Ability to: (602); (604); (611); (633); (654); (684); (708); (724); (745); (755); (779); (781)

7. Assist in providing 2nd level support for all Internet Service Provider functions. This would include support of e-mail, Internet Servers, and End-User connectivity issues. Work with management to develop desktop computer usage policies. Maintain all records of software licenses, subscriptions, renewals, etc. Assist in maintaining LAN/WAN documentation and diagrams.

Knowledge of: (190); (191); (192); (193); (194); (195); (263)*; (301)

Skill in: (905); (960)

Ability to: (602); (604); (611); (633); (654); (684); (708); (724); (745); (755); (779); (781)

8. Keep current on new technologies relevant to BMU.

9. Works closely with and communicates professionally and openly with coworkers, management and customers providing friendly and efficient external and internal customer service; responds to requests for information and assistance and meets commitments.

10. Conform with and abide by all written and non-written regulations, policies, work procedures and instructions; conform to all safety rules and use all appropriate safety equipment.

11. Demonstrates regular and predictable attendance. Provides after hours support, as needed.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as assigned. (i.e., assist other utility departments as needed; participate in required training; etc.)

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: (181) computer programming; (185) network design layout program such as Visio; (190) layout and design of local and wide area networks; (191) TCP/IP and IP sub netting; (192) Cisco and other vendor's network hardware such as routers, switches, firewalls, Cable Modem Termination Systems (CMTS), and cable modem communications; (193) computer systems and operations and advanced computer technology that is directly related to network and Internet Service Provider support; (194) Network Management and the Simple Network Management Protocol (SNMP) to facilitate monitoring the networks; (195) network server applications such as DNS, DHCP, SMTP, POP3, FTP, etc.; (261) employee handbook and union contract*; (263) Bryan Municipal Utilities policies and



procedures*; (301) standard electrical and communications principles and practices; (477) proper safety practices applicable to the industry.

Skill in: (905) computer operation; (958) motor vehicle operation; (960) use or operation of the full suite of office applications.

Ability to: (602) issue and follow detailed oral and written instructions; (604) interpret extensive variety of technical material in books, journals, and manuals; (609) recognize unusual and threatening conditions and take corrective action; (611) define problems, collect data, establish facts, and draw valid conclusions; (633) calculate fractions, decimals, and percentages; (654) prepare accurate documentation; (684) communicate effectively; (685) train or instruct others; (704) understand technical manuals and/or verbal instructions; (708) read and understand broadband, electrical, electronic and mechanical schematics, drawings, blueprints, and technical data instructions; (709) read meters and charts accurately; (724) maintain records according to established procedures; (742) cooperate with co-workers on group projects; (745) establish and maintain effective working relationships with associates, supervisors, officials, and general public; (755) work with high level of professionalism; (756) be consistently at work and on time, follow instructions, respond to management direction, and solicit feedback to improve performance; (779) safeguard information of a sensitive or confidential nature; (781) work evenings, nights, holidays, and weekends.

QUALIFICATIONS: An example of acceptable qualifications:

Position requires associate's degree in technical field; five to seven years of experience in the field or in a related technical area; or an equivalent combination of education and experience which provides the knowledge, skills and abilities needed to perform essential functions of position.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Valid state driver's license.

WORKING CONDITIONS:

Facility and Work Area:

The work is performed in an office setting with good working conditions, however, is often exposed to noise, dust, heat and other elements when job duties require incumbent to go to visit department projects or field work.

Physical and Environmental Characteristics:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is primarily an office position with employee working in a controlled office environment with employee periodically performing his/her duties in the field at work projects.

The employee:

- Is required to see color and distinguish letters, numbers and symbols. Frequently required to sit, stand, walk, talk, hear, bend and reach. Ability to reach with hands and arms.
- Answers telephone calls and occasionally bends, reaches, and pushes and pulls file drawers to file records and reports.
- Moves within and outside of the building to collect, deliver, and copy data and documents.
- Uses a computer terminal to access, input, and retrieve data.
- Small amount of physical demand; periodic lifting or moving of lightweight materials, or occasional lifting of or moving of average weight materials.
- Usual office working conditions.
- Intense concentration sustained much or all of the time.
- Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.
- In cases of emergency, unpredictable situations, and/or department needs, the employee may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

The position 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 requirements of the job change. This position description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

The position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. The duties listed in this document 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.

This document does not create an employment contract, implied or otherwise, and may be amended at any time.

My signature below signifies that I have reviewed my position description and that I understand the contents of my position description.

Supervisor Signature

Date

Employee Signature

Date