

**KODIAK ISLAND BOROUGH
CLASS SPECIFICATION**

IT Technician

PC Network Technician I
PC Network Technician II

<u>CLASS SERIES</u>	<u>PAY RANGE</u>	<u>FLSA STATUS</u>
Information Technology	14.5 – 17.0	Non-Exempt

CLASS SUMMARY:

This class is the first level in a three level Information Technology series. Incumbents are responsible for installing, troubleshooting, repairing and maintaining hardware, software and peripheral devices. Incumbents are also responsible for providing first level help desk support to staff.

ESSENTIAL DUTIES:

This class specification represents only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department.

PERCENT OF TIME

Monitors requests, assigns priority and provides first level help desk support. Receives and responds to end user questions and requests. Troubleshoots and assists in resolving issues with software, hardware and peripheral equipment.

Daily
40%

Monitors and maintains network systems to ensure functionality and integrity.

Daily
20%

Maintains records for computers and assigned users, customer service calls and services performed.

Daily
5%

Trains employees on processes and procedures of computer usage.

Daily
5%

Maintains, repairs, upgrades, and sets up computers, peripheral devices, software applications, and accessories, including printers, keyboards, monitors, telephone/communications systems and/or other related equipment.

Weekly
15%

Evaluates software and hardware requirements and recommends purchases. Works with vendors and manufacturers in support of purchases, upgrades and equipment repair. Assists with maintaining accurate inventory records.

Weekly
5%

Performs other duties of a similar nature and level as assigned.

As Required

KODIAK ISLAND BOROUGH CLASS SPECIFICATION

IT Technician

PC Network Technician I
PC Network Technician II

TRAINING AND EXPERIENCE:

High School Diploma or GED and 1 year of related IT experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING/CERTIFICATIONS:

- State of Alaska Driver's License;
- A+ Certification preferred.

KNOWLEDGE OF:

- Personal computer hardware and software;
- Basic computer networking principles;
- Modern office equipment.

SKILL IN:

- Providing customer service;
- Repairing and maintaining personal computers and peripheral equipment;
- Troubleshooting technical issues and system connectivity;
- Documenting problems and solutions;
- Reading and interpreting technical manuals;
- Managing time and prioritizing work;
- Providing instruction on technological tools;
- Utilizing a computer and relevant software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

ADA AND OTHER REQUIREMENTS:

Positions in this class typically require: climbing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents may be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gases, poor ventilation, inadequate lighting, and work space restrictions

**KODIAK ISLAND BOROUGH
CLASS SPECIFICATION**

PC Network Technician I
PC Network Technician II

IT Technician

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

CLASS HISTORY INFORMATION:

- Draft prepared by Fox Lawson & Associates LLC (BS) Date: 01/2013
- Adopted by KIB Ordinance 2014-16; 05/15/2014
- Finalized by KIB, Date: 08/2014

APPROVED:

Charles E. Cassidy Jr.

8/29/14

BOROUGH MANAGER

DATE