

CITY OF CHATTANOOGA
Classification Specification Title: IT Technician

Department: Technology Services

Pay Grade: GS.05

Supervision Received From: Assistant Director IT Operations **FLSA Status: Non-Exempt**

Supervisory Responsibility For: None

Established: 6/29/07

Revision Dates: 4/2/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for providing on-site and remote technical support for personal computer users. Provides 24/7 support for all hardware and software problems. Work is performed with limited supervision.

SERIES LEVEL: Information Technology Technician is the first level of a four-level information technology support series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides technical support to computer end users over the phone and in-person; processes and responds to requests for computer repair, upgrade and maintenance.

Performs routine network systems checks to ensure functionality; troubleshoots telecom links and network connectivity issues and configures the network to design specifications.

Maintains records for computers and assigned users and maintains records of customer service calls and service.

Performs administrative tasks related to computer operations which may include maintaining user profiles; setting up and resetting usernames and passwords; locking accounts; maintaining tape libraries and/or performing other related activities.

Trains employees on processes and procedures of computer usage.

Installs, maintains, repairs, upgrades and sets up operating systems, computers, peripheral devices, software applications, wireless networks, and accessories, including printers, keyboards, scanners, monitors and/or other related equipment.

Troubleshoots hardware and system connectivity issues; researches computer related problems; documents issues and solutions.

Researches and communicates costs associated with new PCs, laptops, servers, and printers; reviews and approves requisitions for the purchase of applicable equipment and software, ensuring compliance with applicable guidelines.

Monitors and maintains applicable inventory; orders parts and supplies from vendors; processes incoming items and prepares for transfer and set up at applicable internal locations.

Uses, carries and answers cell phone calls for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: High School Diploma or GED, supplemented by vocational/technical training in Computer Science and two (2) years of previous experience involving computer software user support and customer service sufficient to successfully perform the essential functions of this job.

LICENSING AND CERTIFICATIONS: Valid Driver's License; CompTIA A+ Certification; MCDST Certification preferred.

SUPPLEMENTAL INFORMATION:

Knowledge of personal computer hardware and software; applicable operating systems; networking principles; network design and operation principles and concepts; technology security models; basic computer networking principles; telecommunications equipment and customer service principles.

Skill in prioritizing and assigning work; replacing computer components; performing basic programming of computers and networks; using computers and related software applications; providing customer service; repairing and maintaining personal computers; troubleshooting system connectivity issues; checking systems for functionality; maintaining, setting up and supporting computer peripheral devices; setting up applications on computers and servers; documenting computer problems and solutions; reading and interpreting technical manuals and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

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

WORK ENVIRONMENT: Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Incumbents may be subjected to electrical currents.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.