

**CITY OF CHATTANOOGA**  
**Classification Specification Title: IT Technician 2**

**Department: Technology Services**

**Pay Grade: GS.06**

**Supervision Received From: IT Operations Mgr.**

**FLSA Status: Non-Exempt**

**Supervisory Responsibility For: N/A**

**Established: 5/12/25**

**Revision Date: N/A**

**CLASSIFICATION SUMMARY:**

Incumbents in this classification are responsible for providing advanced on-site and remote technical support for technology hardware and software. Provides 24/7 support for all service desk related requests during on-call rotation. Work is performed with limited supervision.

**SERIES LEVEL:**

Information Technology Technician is the second 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.)*

Supervises staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Provides technical support to City of Chattanooga employees remotely and in-person; processes and responds to advanced/complicated technical requests relating to hardware and software deployed citywide.

Responds to escalated service requests and incidents from Tier I technicians.

Position responsible for user application upgrades, 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 in 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; research computer related problems; documents issues and solutions.

Monitors and maintains applicable inventory; assists with ordering 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 for business purposes as determined by the assigned job duties and the department head.

Contribute to process improvements and documentation within the IT knowledge base.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

#### MINIMUM QUALIFICATIONS:

Associate degree in Information Technology or related field; High School Diploma or GED, supplemented by vocational/technical training in Computer Science and three (3+) plus years of previous experience involving computer software user support and customer service sufficient to successfully perform the essential functions of this job; or any combination of equivalent experience and education. Bachelor's Degree Preferred.

#### LICENSING AND CERTIFICATIONS:

Valid Driver's License

CompTIA A+ Certification required or ITIL Foundation Certification required, MCDST Certification preferred, CompTIA Security + preferred, CompTIA Network + preferred, Google Workspace certification preferred.

#### KNOWLEDGE AND SKILLS

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.