

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

**Department: Technology Services**

**Pay Grade: GS.07**

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

**FLSA Status: Non-Exempt**

**Supervisory Responsibility For: N/A**

**Established: 5/12/25**

**Today's Date: 6/02/25**

**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:**

The Information Technology Technician position 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.)*

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.

Respond to escalated service requests and incidents from Tier I technicians. Technician II is 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.

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

Perform 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.

Train 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.

Troubleshoot 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.

Assist with technical training as assigned.

Assist with application deployments and software upgrades when required.

Participate in on-call rotation as assigned or as scheduled.

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

Uses, carries and answers cell phone for business purposes as determined by the assigned job duties and the department head. Advanced knowledge and skillset working with operating systems for PCs and Apple devices.

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):

Technical projects as assigned. Supports internal divisions with service desk level functions.

MINIMUM QUALIFICATIONS:

Associate's degree in Information Technology or related field; Bachelor's degree preferred. High School Diploma or GED, supplemented by vocational/technical training in Computer Science and three to five (3-5) years of previous experience or equivalent education and 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

Required: CompTIA A+ or ITIL Foundation Certification (Can be obtained by the end of the probationary period)

Preferred: MCDST, CompTIA Security +, CompTIA Network +, Google Workspace.

#### 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 principle; Google Workspace, Microsoft products and network management tools such as ManageEngine, Endpoint, multifactor authentication applications, network security tools and general compliance applications. Experience with cellular / handheld device deployment, management, syncing and upgrades. 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.