

Hudson IT Department

INFORMATION TECHNOLOGY TECHNICIAN**A. GENERAL DUTIES & RESPONSIBILITIES**

Under the supervision of the Information Technology (IT) Director, the Information Technology (IT) Technician works independently as a first line of Help Desk support and supports the goals of the IT Department by assisting and performing responsible work installing, configuring, troubleshooting and supporting hardware and software applications.

B. SPECIFIC DUTIES & RESPONSIBILITIES

1. Provide first level technical assistance for end users requiring support of IT applications, services and equipment.
2. Minimize user downtime by investigating, evaluating, and resolving problems in a timely, accurate, and professional manner.
3. Support spans break/fix issues including analysis and repair of connectivity, software and hardware, as well as access requests, equipment configuration, quality control, software installation and upgrades.
4. Assisting in maintaining the Town web site and a Town-wide Intranet with department forms, policies, training guides and other information provided by the IT Director.
5. Install or configure computer security measures such as virus protection software, spyware, adware, and assisting the IT Director with the monitoring of user traffic.
6. Assisting in managing email accounts of department personnel and monitoring their resources.
7. Assisting management by updating and acquiring information on inventory details and support statistics required for budgeting and projects.
8. Ensuring users are familiar with the use of computers, laptops, mobile devices, applications and the use of peripheral devices as applicable to each member or department.
9. Other duties as assigned by the IT Director or designee.

C. MINIMUM QUALIFICATIONS, SKILL, ABILITY, KNOWLEDGE, & TRAINING

1. Working knowledge of Microsoft Windows 7 and 10, Microsoft 2008 and 2012 Server® or higher, Microsoft Outlook and Exchange Server.

2. Working knowledge of Microsoft Office 2010 or higher.
3. Working knowledge of computer networking.
4. General understanding of Active Directory, DNS, TCP/IP, VPN, WiFi, VMware, and DHCP is preferred.
5. Good customer service and problem solving skills.
6. Highly driven, self-starter with the ability to work independently as well as contribute to a team environment.
7. Ability to drive and holds a valid driver's license.
8. Good time management skills and ability to manage multiple requests for support.
9. Possess the ability to prioritize job duties.
10. Ability to maintain a high level of confidentiality and to understand and carry out complex oral and written instructions.
11. Possess the ability to troubleshoot, install and assemble personal computers and their peripheral devices and adhere to process.
12. Possess the ability to effectively communicate with people by giving and receiving information, and by preparing original and routine correspondence.
13. No criminal record.
14. Must complete a probationary period of 6 months.

D. PHYSICAL REQUIREMENTS *

1. Able to communicate effectively and coherently by having adequate corrected hearing to understand normal and loud conversations of one or more individuals in person, or to hear conversations over a telephone.
2. Possesses sufficient corrected vision to see monitors and the ability to distinguish colors and read.
3. Able to climb stairs, open file drawers, desk drawers, or doors; activate copier, and computer printers; type; turn pages; and carry/hold documentation, laptops, monitors, personal computers or their peripheral devices.

* Reasonable accommodations would be considered upon review.