TOWN OF EXETER

JOB TITLE: IT Tech   02/11/2025

DEPARTMENT: Information Technology

POSITION NUMBER: TBD

EMPLOYMENT STATUS: Full-Time, Non-Union

FLSA STATUS: Exempt

LABOR GRADE: 9

JOB SUMMARY: This position is responsible for assisting in the maintenance of all electronic technology, including computer network, telephone systems and end user tech support. Ability to diagnose computer problems, monitor computer processing systems, install software and perform tests on computer equipment and programs, set up computer equipment, schedule maintenance and help our end users.

SUPERVISION RECEIVED: The IT tech receives supervision and policy direction from the IT Coordinator, exercises independent judgment and is evaluated based upon the achievement of assigned goals and objectives.

SUPERVISION EXERCISED: The IT tech has no direct supervisory responsibilities.

ESSENTIAL DUTIES: (The listed examples may not include all duties of the position)

1.   Installs and maintains communication cabling including but not limited to network, fiber, telephone, audio and video.

2.   Assists in the installation and maintenance of the Town's network infrastructure.

3.   Provides staff with support.

4.   Installs and maintains uninterruptible power supplies.

5.   Learns and applies new technology.

6.   Runs diagnostic tests for equipment repairs for computers, printers, and other peripheral equipment.

7.   Performs preventative maintenance on PCs and networking equipment.

8.   Maintains PC applications and operating system patches.

9.   Coordinates upgrade activities with all appropriate personnel and end user departments.

10.   Trains and assists staff in the use of network services.

11.   Performs related duties, temporary and vacation relief as required.

12.   Troubleshoots issues by working with 3rd party vendors, assisting as needed.

13.   Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THE POSITION:

1.   Knowledge of Windows Desktop operating systems in an Active Directory environment.

2.   Knowledge of Windows, Macintosh and Chrome operating systems, Google applications, network hardware, peripherals (scanners, printers, etc.) and software.

3.   Knowledge of troubleshooting techniques, current office methods and practices.

4.   Knowledge of technology hardware, network and PC operating systems, protocols and standards.

5.   Skill in the support of hardware, software and network applications.

6.   Skill in the use of office equipment, such as a computer, calculator, printer, relevant software, data base programs and spreadsheets, as well as computer peripherals, cameras and video equipment.

7.   Ability to communicate effectively, both verbally and in writing.

8.   Ability to exercise sound and mature judgment and discretion.

9.   Ability to demonstrate good teamwork, leadership, interpersonal and customer-service skills and attitude.

10.   Ability to establish and maintain effective working relationships with employees, town officials, service providers, consultants and the general public.

SUPERVISORY CONTROLS:

The supervisor provides administrative direction with assignments in terms of broadly defined missions or functions. Results of the work are considered as technically authoritative and are normally accepted without significant change. If the work should be

reviewed, the review concerns such matters as fulfillment of program objectives, effect of advice and influence of the overall program, or the contribution to the advancement of technology. Recommendations for new projects and alterations of objectives are usually evaluated for such considerations as availability of funds and other resources, broad program goals or organizational priorities

GUIDELINES:

Procedures for doing the work have been established and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of the several established alternatives to use. Situations to which the existing guidelines cannot be applied, or significant proposed deviations from the guidelines, are referred to the supervisor.

COMPLEXITY:

The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase or issues involved in each assignment and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

SCOPE AND EFFECT:

The work involves establishing criteria; investigating or analyzing a variety of unusual conditions, problems or questions. Troubleshooting PC and network issues and assisting our end users. The work product or service affects a wide range of agency activities.

PERSONAL CONTACTS:

The personal contacts are with individuals or groups from outside the employing agency in a moderately unstructured setting (e.g., the contacts are not established on a routine basis; the purpose and extent of each contact is different and the role and authority of each party is identified and developed during the course of the contact).

PHYSICAL DEMANDS:

Primarily an indoor working environment. Moderate physical effort. May require stooping, bending, kneeling, periodic lifting up to 50 pounds, crawling and walking. Requires dexterity to connect network and server equipment, peripherals, and make minor repairs to computer equipment.

WORK ENVIRONMENT:

The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated and ventilated. Occasional work in a confined space environment.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY:

Positions at this level have no formal assigned supervisory responsibility or authority. Employees are responsible only for the performance of their own assigned work. They may be asked to train new employees in the fundamentals of the job or to participate in cross-training of other employees in the department, but such assignments do not include the on-going authority to assign and review the work of other employees or to recommend or take corrective action with regard to the performance of other employees.

MINIMUM QUALIFICATIONS:

1.   Knowledge and level of competency commonly associated with the completion of am Associate's degree in computer science or related occupational field. Alternately significant certifications in the field and/or experience.

2.   Experience sufficient to understand the diverse objectives and functions of the position, usually interpreted to require one (1) to three (3) years.