

VALLEY REGIONAL FIRE AUTHORITY

JOB DESCRIPTION

TITLE: IT Services Technician		AFFECTED DEPARTMENTS: Information Technology	
LAST REVISED: 07/10/23	PAGE NO: 1 OF 4	PAY GRADE: N05 (Exempt)	AFFILIATED NON-AFFILIATED X

NATURE OF WORK

This is a technical position that serves as the first point of contact for internal customers seeking technical assistance while assisting in the coordination, implementation, maintenance, and operation of Valley Regional Fire Authority's computer hardware, software, network, and related technologies.

ESSENTIAL FUNCTIONS

The IT Services Technician is responsible for supporting a wide range of technologies. Responsibilities include the following:

- Serve as the primary point of contact for help desk customers to assist with troubleshooting and resolving technology related issues.
- Perform hardware and software deployment, configuration, and assigned system administration.
- Write instructional documentation and convey highly technical ideas in terms that non-technical people can understand.
- Work independently, efficiently, and courteously, maintaining patience with interruptions.
- Participate in 24 x 7 on-call rotation and maintenance responsibilities.
- Assist in managing inventory and the total lifecycle of IT assets.
- Show initiative performing job functions and other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- 1+ years of professional experience building, deploying, and troubleshooting computer systems, printers, software, and IP networks within an enterprise environment.
- Demonstrated practical technical knowledge supporting Microsoft technologies.
- Performs high-level root-cause analysis for system/service interruptions and works with peers to create preventive measure plans.
- Solid problem solving and root cause analysis skills.
- Excellent oral and written communication abilities
- Understands importance of following contemporary security standards
- Strong understanding and desire to improve the users' technology interface experience.

- Highly motivated with a proven ability to learn new systems, technologies, and process.
- Working knowledge of audio-visual equipment
- Organized self-starter, able to complete tasks on time and produce quality, detail-oriented work.
- Asks for guidance when necessary.
- Strong critical thinking, analysis, communication, and interpersonal skills
- Listens effectively, identifies needs, asks questions to clarify understanding, and eagerly shares technical knowledge.
- Works courteously and effectively under pressure both in person and virtually with internal customers, partners, colleagues, and vendors.
- Uses discretion maintaining confidentiality of systems, content, and other organization information.
- Performs other tasks as assigned.

REPORTING RELATIONSHIPS

You will be an integral member of a small team under the direction of the Information Technology Manager.

WORKING CONDITIONS

You will generally work indoors in clean, climate-controlled workspace. On occasion, you will work outdoors, in inclement weather, visiting sites, which may require walking on uneven ground. You will sit, talk, and hear, work and use hands to finger, feel, or handle tools, writing utensils, computers, and office supplies, which requires repetitive arm, wrist, and hand movement, occasionally required to stand and reach with arms and hands, climb, balance, stoop, kneel, crouch, bend, or crawl, and regularly lift and/or move up to fifty (50) pounds. Specific vision abilities required include close, distance, color, peripheral vision, depth perception, and the ability to adjust focus. The position requires mental acuity to ensure thorough analysis of situations in a fast-paced environment. The position exercises sound and ethical judgment in the decision making process. The employee is frequently required to perform work in confidence and under pressure, and is required to maintain professional composure, tact, patience, and courtesy at all times. You may need to be available for a rotating "on call" status and schedule. Some after hours, weekend, and holiday work may be required.

REQUIRED EDUCATION AND EXPERIENCE

Bachelor's Degree in Computer Science, Management Information Systems, or a related technical field and more than one (1+) year of experience in information systems or related field;

OR

a combination of experience, education, and training that would indicate the level of skills, knowledge, and abilities required to satisfactorily perform the essential functions of the job.

M365 Administration and Modern Desktop Administrator preferred.

LICENSES AND OTHER REQUIREMENTS

Possess and retain a valid state driver's license without impending loss at time of appointment.

ADDITIONAL

Successful passing of a required background check.

ACKNOWLEDGEMENTS

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.