

# 2024 City of Bryant IT Support Technician Job Description

**Job Code:** 1000  
**Exempt:** No  
**Department:** Information Technology  
**Reports To:** Director of Information Technology  
**Location:** City Hall  
**Date Prepared:** November 05, 2009  
**Date Revised:** September 18, 2024  
**Safety Sensitive:** This position is designated as safety/security sensitive and is subject to pre-employment, reasonable suspicion and random drug and alcohol screening.

## GENERAL DESCRIPTION OF POSITION

The IT Support Technician is responsible for the maintenance, configuration, and reliable operation of computer systems, servers, related peripheral and networking equipment, and software, such as email services and Active Directory. They install hardware and software, and participate in research and development to continuously improve and keep up with the IT needs of the City of Bryant. They actively resolve problems and issues with computer systems, servers, and networking equipment to limit work disruptions within the city. They are also responsible for customer service and consulting support, and building and maintaining strong working relationships with all departments within the city.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for the maintenance, configuration, and reliable operation of computer systems, servers, network equipment, and virtualization.
2. Install and upgrade computer components and software, manage virtual servers, and integrate automation processes.
3. Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
4. Monitor and maintain regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
5. Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
6. Assist in development and implementation of procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse.
7. Ensure IT system operation adheres to applicable laws and regulations.
8. Promote and oversee strategic relationship between IT Department resources, vendors and other departments in the city.
9. Ensures that equipment inventory is properly maintained.
10. Perform any other related duties as required or assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

## **EDUCATION AND EXPERIENCE**

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 2 years related experience and/or training, or equivalent combination of education and experience.

## **COMMUNICATION SKILLS**

Ability to read a limited number of words and recognize similarities and differences between words and between series of numbers; ability to write and speak simple sentences as a means for basic communication. ability to read and understand simple instructions, short correspondence, notes, letters and memos; ability to write simple correspondence. ability to read and understand documents such as policy manuals, safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence. ability to effectively communicate information and respond to questions in person-to-person and small group situations with customers, clients, general public and other employees of the organization. ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

## **CRITICAL THINKING SKILLS**

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

## **REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS**

Associate degree in a computer related field, or at least 2 years IT support experience  
Working knowledge of computer systems, networking software and hardware, and networking protocols

## **PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS**

Bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field,  
or 3+ years of network administration, or system administration experience  
Strong knowledge of systems and networking software, hardware, and networking protocols  
Certifications such in Cisco, VMware, Cybersecurity, or other network related fields  
Strong knowledge of virtualization, VMWare, or equivalent  
Strong knowledge of Arkansas Legislative Audit IS Best Practices  
Strong knowledge of Criminal Justice Information Services (CJIS) security requirements  
Strong knowledge of security, storage, data protection, and disaster recovery protocols

## **SOFTWARE SKILLS REQUIRED**

Intermediate: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing  
Basic: Contact Management, Database, Presentation/PowerPoint

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

## **MENTAL DEMAND**

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

## **RESPONSIBILITY FOR WORK OF OTHERS**

Responsibility for work of others: Not indicated.

## **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Regularly responsible for funds, building premises, inventory, or other property owned or leased by the organization and, in addition, may have temporary custody and responsibility of property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above range from \$10,000,000 to \$25,000,000.

## **ACCURACY**

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Very small. Job creates a monetary impact for the organization up to an annual level of \$100,000.

### **IMPACT ON END RESULTS**

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

### **PUBLIC CONTACT**

Occasional routine contacts with persons outside the organization. This would include contacts with suppliers, mail service, etc.

### **EMPLOYEE CONTACT**

Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems which necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs.

### **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Computer software programming, level ii technician support, project management; system analyst and comprehensive computer software support/help and/or web site development and connectivity.

### **WORKING CONDITIONS**

Periodically exposed to such elements as noise, intermittent standing, walking, pushing, carrying, or lifting; but none are present to the extent of being disagreeable.

### **ENVIRONMENTAL CONDITIONS**

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to work in high, precarious places, outdoor weather conditions, risk of electrical shock. The noise level in the work environment is usually moderate.

### **PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Moderate diversity, low physical. Work activities which allow for a moderate amount of diversity in the performance of tasks which are not as varied as those positions with high-level diversity and decision-making.

While performing the functions of this job, the employee is regularly required to stand, sit, use hands to finger, handle, or feel, reach with hands and arms, talk or hear; and frequently required to walk, stoop, kneel, crouch, or crawl; occasionally required to climb or balance, taste or smell. The employee must occasionally lift and/or move up to 100 pounds; frequently lift and/or move up to 25 pounds; regularly

lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and color vision.

**ADDITIONAL INFORMATION**

Operation of Systems in Place Require Knowledge Of:

Windows Active Directory using Replicating Domain Controllers

VMWare, DHCP and DNS Servers

Ethernet, Fiber, and Wireless Data Connectivity

VLAN, Layer 2 Switches, Routers

Windows 11, MS Server 2022, iOS

NAS, SAN, Stateful Packet Firewalls

Remote Access Servers, VPN

VOIP and POE Technologies