

**JOB POSTING**



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E-mail: [snelson@ci.hutchinson.mn.us](mailto:snelson@ci.hutchinson.mn.us)  
Website: [www.ci.hutchinson.mn.us](http://www.ci.hutchinson.mn.us)

Phone: 320.234.5608  
Fax: 320.234.4240  
Apply by Friday, March 1, 2019

<b>TITLE</b>	IT TECHNICIAN	jobdesc106 2019
<b>DEPARTMENT</b>	INFORMATION TECHNOLOGY	
<b>SUPERVISED BY</b>	INFORMATION TECHNOLOGY DIRECTOR	
<b>SUMMARY</b>	THIS IS TECHNICAL WORK WITH THE CITY INSTALLING AND MAINTAINING CITY SOFTWARE AND HARDWARE AND SUPPORTING END USERS	

**DUTIES AND RESPONSIBILITIES**

1. Provides user desktop and printer support for hardware and software. Tracks and responds to requests using the City's helpdesk management system.
2. Responsible for monitoring and maintaining critical security updates on the desktops. (Adobe, Java, etc.)
3. Under the direction of the IT Director, addresses Payment Card Industry (PCI) security, and completes network/desktop security audits, and reporting.
4. Works with the IT Director and Server/Network Technician on network and server maintenance and troubleshooting.
5. Assists with network administration and monitoring, including routers, switches, and firewalls.
6. Updates and maintains the City's software and hardware inventories.
7. Performs Laserfiche document management end user support, development of new programs, and security.
8. Serves as primary trainer for new hires, PCI compliance and network end user policies.
9. Installs and set up hardware including workstations and printers.
10. Installs software and performs necessary upgrades.

11. Assists departments and the IT Director with research, planning, implementation, and integration of new information technologies. Completes projects without assistance as assigned.
12. Assists the IT Director with troubleshooting problems with the information technology system.
13. Performs other duties that are consistent with the tasks of the position and as may be assigned by the City.

#### **EQUIPMENT**

All City and Utilities computer servers, hardware, software, and printers. Telephone, cellular telephone, pager, copier, and fax machine. City vehicles as needed.

#### **MINIMUM REQUIREMENTS**

Associates degree plus two (2) years of related experience or equivalent experience. Ability to troubleshoot computer hardware, software and printer problems. Working knowledge of Microsoft Office applications and Operating Systems. Understanding of network printing. Employee training experience. Ability to multi task and prioritize projects, to communicate effectively and clearly with persons with limited computer knowledge, and to maintain effective working relationships with City and Utilities staff and vendors. Ability to lift and move equipment up to 50 pounds, to sit for extended periods of time, and to use a keyboard for a high percentage of the work day. Possession of a valid Minnesota driver's license.

#### **DESIRABLE REQUIREMENTS**

Two (2) years of experience deploying technology hardware including personal computers, multifunction devices, tablets, smartphones, and other peripheral devices. Two (2) years experience installing and configuring software, including Microsoft Operating Systems and Microsoft Office Suite. Two (2) years experience in network support, including security set-up and reporting. Familiarity with Microsoft Servers and network architecture. Knowledge of network and desktop security.

#### **WORKING CONDITIONS**

Inside work. Some variation in hours for evening and weekend work or call-ins.

Grade 150 Position

2019 Pay Range: \$23.16 - \$34.74 / hour

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CITY OF HUTCHINSON  
ADDENDUM TO JOB DESCRIPTIONS 1995  
TO COMPLY WITH THE AMERICANS WITH DISABILITIES ACT (ADA)

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***FOR POSITION: Information Technology Director, Information Technology Specialist, Server/Network Technician.***

**PHYSICAL DEMANDS**

The physical demands 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.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is regularly required to use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms. The employee is occasionally required to stand and walk, climb or balance, stoop, kneel, crouch or crawl, and smell.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

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

While performing the duties of this job, the employee occasionally works near moving mechanical parts.

The noise level in the work environment is usually moderate.

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**The duties listed in job descriptions 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.**