

Township of Livingston

JOB POSTING

Information Technology IT Support Technician

POSTING DATE: June, 2016

APPLICATION DEADLINE: Until position is filled

DATE POSITION WILL BECOME AVAILABLE: Immediately

GRADE LEVEL: PT-34, Non-Exempt Position

SCHEDULE: Mon-Fri, 20-30 hours per week

CONTACT: Interested candidates submit cover letter, resume and salary requirement via email to rwilliams@livingstonnj.org. Please use "Information Technology IT Support Technician" in the Subject line, or mail to Rose Williams, Human Resources Coordinator, Township of Livingston, 357 S. Livingston Ave., Livingston, NJ 07039. EOE



JOB DESCRIPTION

JOB TITLE: INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN
DEPARTMENT: Police Department
REPORTS TO: Information Technology Manager
GRADE LEVEL: PT - 34
STATUS: P/T, Non-Exempt
HOURS/WEEK: 20 hours/week

*Job specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

I. SUMMARY

This support position involves infrastructure level, along with routine, desktop and user trouble shooting and repair. Work will be performed in all Township locations.

Work is performed under general supervision.

2. SUPERVISORY RESPONSIBILITIES

N/A

3. PHYSICAL DEMANDS AND WORKING CONDITIONS

Office Other – Explain: On occasion may be required to work after hours and on weekends.

- Ability to regularly use hands to handle, feel or operate objects, tools or controls and to reach with hands and arms.
- Frequently required to stand, walk, talk, hear, sit, climb, balance, kneel, crouch, crawl, and use the sense of smell.
- Frequently must lift, move and carry up to 75 pounds.
- Agile enough to get behind and under office furnishings.

4. ESSENTIAL FUNCTIONS

The duties listed below 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 this position.

In addition to infrastructure level desktop and user trouble shooting and repair, the position will also participate in the maintenance and monitoring of the Township servers and other shared technologies including key network components. Support of the deployment of new infrastructure and other related IT resources is also encompassed by this position. These



activities are expected to cover all areas of direct Township Administration, including the Police Department. These responsibilities would involve:

- Facilitation of the deployment of hardware and software elements to any systems having been widely deployed within the Township.
- Participate in the support of the existing server infrastructure.
- Participate in telephone system migration and support.
- Participate in the rollout and support of facility audio-visual solutions.
- Aid in performing network infrastructure changes and deployments including modifications to existing Township Local Networks and WAN links.
- Interaction with all Township user groups at all sites as defined by the Township IT Manager.
- Desktop systems support for the installed Windows platforms;
 - Focusing on the infrastructure components including installation of licensed software on employee workstations with appropriate configurations in compliance to Township IT policies.
 - Conducting routine maintenance.
 - Providing basic hardware support and making minor PC repairs.
 - Assist the users with detailed knowledge of the usage and positioning of client email and office software products such as to facilitate enhanced productivity and security.
- Troubleshooting printers and printing problems, including diagnosis and recommendation of replacement if necessary.
- Assist in the deployment or redeployment of new operating platforms, to include compatibility analysis and monitoring of systems, including insuring their network connectivity and attendant cabling.
- Provide any other core infrastructure system support at the desktop and client level so as to maintain an effective, reliable and secure Township technology environment as directed by the Township IT Manager. This will include applying and monitoring software and security patches and other updates.
- Systems & software documentation.

5. KNOWLEDGE, SKILLS AND ABILITIES

- A minimum of 5 years of direct experience with Windows system infrastructure support is required.
- Demonstrated solid understanding of core infrastructure networking principles and problem determination, especially as applied to Telephony systems and Windows stations.
- Demonstrated solid working knowledge of audio-visual presentation system structure.
- Excellent interpersonal, communication and organizational skills.
- Ability to organize and perform work independently.
- Ability to read, write, speak, understand and communicate in English sufficiently to perform the duties of the position.
- Ability to establish and maintain effective working relationships with supervisors, co-workers, officials, vendors, and the general public.

6. EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Education/Experience: Baccalaureate or higher college degree or junior standing in a Baccalaureate degree track program is required.



Licensing &/or Certifications: Possession of relevant certifications will be considered.

Special Requirements: A driver's license valid in the state of New Jersey is required. On occasion may be required to work nights and weekends.

7. ACKNOWLEDGEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to constitute an exhaustive list of all responsibilities, duties, and skills required of employees classified in this job.