

TOWN OF LEDYARD  
MIS DEPARTMENT  
  
MIS TECHNICIAN

NATURE OF WORK:

The work involves responsibility for the installation and maintenance of Town-wide computers and software as well as related peripheral equipment. This position is responsible for providing a variety of staff support pertaining to the operation of computer equipment throughout the Town of Ledyard. The position requires frequent contact with computer users to identify problems and explain equipment use.

SUPERVISION RECEIVED:

Under the direct supervision of the Management Information Systems Director, the work will be assigned in terms of general instruction.

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SUPERVISION EXCERCISED:

None.

ESSENTIAL JOB FUNCTIONS:

- Install, maintain, troubleshoot, and repair Town-wide computers, network equipment, printer, modems, scanners, digital cameras, and other related peripheral equipment.
- Installs, configures, updates, and troubleshoot all software; trains computer users in the new software application where applicable.
- Performs help desk responsibilities as needed; responds to computer user request concerning hardware or software problems.
- Troubleshoot problems by communicating with computer users and vendors to gather supporting details in order to identify a problem and recommend a solution.
- Relocates computers and related peripheral equipment for organizational moves.
- Assists in updating and maintaining the Town's websites as necessary.
- Performs other related duties as assigned by the Management Information Systems Director.

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QUALIFICATIONS PROFILE:

**Knowledge, Skills and Ability**

- Knowledge and skill in the installation, maintenance, troubleshooting, diagnosing, and repairing of computer hardware and related equipment, and software problems.
- Knowledge of basic computer networking (TCP/IP, Routing, Switching, VPNs, etc.)
- Knowledge of Apple iPad OS, Office 365, Azure, and A+ Certification a plus
- Ability to install computers and servers on networks such as Windows 2019 and Windows 10. Ability to install various software packages such as Microsoft, Adobe, and Symantec products.

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**Deleted:** Knowledge of Macintosh computers and A+ Certification a plus.

**Deleted:** Ability to install computers on networks such as Windows 2003 and Novell.

- Maintain and update Active Directory Infrastructure including but not limited to: Users, Computers, and Servers.
- Ability to train computer users in various basic software operation.
- Excellent oral and written communication skills.
- Ability to work independently with little supervision.
- Ability to show an interest in developing further personal, interpersonal, and work skills which would enhance the function of the department.

### **Experience and Training**

Graduation from an accredited college or university with an Associates Degree in computer science, computer technology, computer repair or a closely related field; or high school diploma or GED and two (2) years of experience in the installation and maintenance of computers and related peripheral equipment and software.

### **Additional Requirements:**

- Physical and/or psychological examinations as may be required during employment.
- Drug screening both pre-employment and as may be required during employment.
- Criminal background and driving record checks are required prior to employment.
- Means of transportation.
- Means of contact.

### **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 accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to hear, speak, stand, sit, walk, bend, twist, stoop, kneel, crouch or crawl; climb stairs to various levels; use hands to finger, feel or operate objects, tools or controls; use wrists for repetitive motion; reach with hands and arms; drive, tolerate exposure to environmental allergens.

The employee must occasionally lift and/or move up to 40 pounds. Specific abilities required by the job include normal audio ability, close vision, distant vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Hand-eye coordination is necessary to operate computers and various pieces of equipment.

Employee must be free from mental and physical disorders which would interfere with performance of duties as described, and have the ability to maintain composure with the public and co-workers in every day stressful and emergency situations. Employee may occasionally be required to function in situations where he/she is subjected to aggressive verbal behavior.

### **LICENSE OR CERTIFICATE:**

Valid Motor Vehicle Operator's License

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\*\*\*\*\* This job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.\*\*\*\*\*

Adopted by Ledyard Town Council on \_\_\_\_\_.

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Chair