CENTRAL KITSAP FIRE & RESCUE
POSITION DESCRIPTION

TECHNICAN – Information Technology

Division: Administration   **Reports to**: IT Manager

FLSA Status: Non-Exempt   **Job Status**: Regular, Full-time

Positions Supervised: None   **Represented Status**: Bargaining Unit

Date: March 16, 2017 (new)

POSITION SUMMARY:

Provides overall support to the District under the direction of the Information Technology (IT) Manager and performs general and specific duties related to this program area.

Work is assigned and performed primarily under the administrative direction of the IT Manager. This position has a confidentiality clause attached to its functions. All positions within Central Kitsap Fire and Rescue are expected to adhere to the established Core Covenants of the District.

ESSENTIAL FUNCTIONS:

The following duties are typical tasks included in the principal functions of the job. The list is not exhaustive and does not include miscellaneous, incidental or additional duties that may be assigned by the District as needed and are consistent with applicable laws. The IT Technician must be able to perform the essential functions of the position with or without reasonable accommodation.

Provides quality PC/laptop and peripheral device support in the environment of fire and emergency management services.

Uses knowledge of Microsoft operating systems to resolve issues that can be completed remotely with appropriate access tools.

Fixes configuration problems, missing icons, malware issues, registry problems, and patching issues.

Troubleshoots connectivity and login issues.

Diagnoses problems with applications and internal employees' use of desktop as well as network connectivity problems.

Adds or removes programs and repairs malfunctioning applications and modules.

Resolves problems with Microsoft Office etc. and other industry productivity tools.

Troubleshoots printers, scanners, and other hardward failures eg., hard drives, fans, and monitors.

Reviews user manuals to keep staff up to date with emerging trends and changes in software applications.

Assists with toner and printer problems.

Provides comprehensive media support to staff and visitors.

Manages desktop software applications.

Assists with recommendations for budget creation.

Provides desktop training for users.

Assists with internal investigations and public records searches.

Other Job Duties:

Performs related duties as assigned.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities)

Knowledge of:

District policies and procedures, specific to the IT administrative requirements of the District, including records management and retention, and electronic searches of public records.

Server-based technology management, computer control software, networked control systems and related software.

Computerized databases, spreadsheets, graphics and relevant software applications.

Systems for monitoring, logging, alerts, metrics, analytics, and reports generation.

Programming and project management.

How to maintain technical documentation on Help Desk tickets, including tracking requests and documenting resolutions.

Microsoft Operating Systems, i.e. Windows 7,10, 2008,2012, XP, etc.

Other Operating systems such as Linus etc.

Microsoft Office Suite

Remote Desktop Utilities

TCP/IP Protocols

Ability to:

Create and deploy desktop and laptop images.

Troubleshoot complex audio, video, switching and control system problems.

Effectively use written and oral communication skills inside and outside the organization.

Process computer data and format and generate reports within Excel as well as use the latest software applications available.

Establish and maintain accurate records of assigned activities.

Use excellent written/oral communication skills, technical documentation skills, user liason skills, and problem solving ability.

Employ a high level of attention to detail.

Create policy and technical documents, and communicate in a high demand service-oriented environment.

Change, organize, prioritize, and schedule workload as needed.

Multi-task and meet deadlines.

Support and advance the goals of the District and contribute to a positive, productive environment.

Be flexible to work a varied schedule as may occasionally be required.

Manage essential IT functions in the absence of the IT manager.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

Work is generally performed inside, in an office setting.

Finger dexterity is required to use and operate office equipment.

Vision must be sufficient to observe equipment operations and read written materials.

It is essential to speak clearly and hear sufficiently to communicate effectively and respond appropriately in person, by telephone, or using electronic means.

Exertion is required at the level of 25 pounds occasionally and/or 10 punds frequently to lift/carry/move objects, files or materials and may occasionally be more.

Sitting or standing may be required for extended periods of time.

Must be able to work in and around fire apparatus.

Must be ab le to drive between district facilities and suppliers.

Must be able to crawl under desk workstations.

Must be an agile learner with ability to adapt to changing technology.

QUALIFICATIONS

REQUIRED:

A high school diploma is required. An AA degree or higher is preferred.

Prior to appointment, the successful candidate must submit to and pass a background check and may be also asked to pass a psychological and/or physical examination.

Must be bondable and insurable.

Must hold and maintain a Washington state driver's license.

PREFERRED:

Experience with IT in a public/non-profit sector environment is preferred.

IT Certifications such as A+, Network+, Security+, Cisco etc.