

CLASSIFICATION SPECIFICATION
CITY OF AVON
 An Equal Opportunity Employer

TITLE: Information Technology Technician

Page 1 of 3

JOB RESPONSIBILITIES: Performs a variety of technical work in the development, installation and maintenance of hardware and software needed to allow City staff to perform their jobs efficiently and effectively; performs other related duties as required

QUALIFICATIONS: Bachelor’s degree in computer sciences or related technical discipline, plus a minimum of five (5) years experience in computer networking or systems administration, or an equivalent combination of education and experience.

LICENSE, CERTIFICATE, OR REGISTRATION REQUIREMENTS: Ability to receive security clearance by Avon Police Department.

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS, AND ABILITIES: (Minimal necessary to perform duties) [*Indicates developed after employment]
	<p>1. Provides support services to City computer users (e.g., maintains existing hardware and software; assists department heads and other users; reviews existing network infrastructure and recommends updates as needed; provides training; assists with contracts for external support, etc.); sets and develops policies for the IT department.</p>	<p>1. Knowledge of (1) computer science, (2) computer programming, (3) systems analysis, (4) data security, (5) database management, (6) computer network installation, (7) GIS software (such as ArcView), (8) Microsoft Office software (current versions), (9) department goals and objectives,* (10) department policies and procedures;* skill in (11) computer operation, (12) use of modern office equipment; ability to (13) interpret extensive variety of technical material in books, journals, and manuals, (14) deal with many variables and determine specific action, (15) define problems, collect data, establish facts, and draw valid conclusions, (16) exercise independent judgment and discretion, (17) prepare accurate documentation, (18) use proper research methods to gather</p>

TITLE: Information Technology Technician

Developed by Clemans, Nelson & Associates, Inc.

Approval Date _____
 {12/28/2010 CLAVNCI 00085969.DOC}

CLASSIFICATION SPECIFICATION

CITY OF AVON

An Equal Opportunity Employer

TITLE: Information Technology Technician

Page 2 of 3

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS, AND ABILITIES: (Minimal necessary to perform duties) [*Indicates developed after employment]
	<p>2. Works with external IT organizations to ensure security processes and mechanisms are in place to prevent data loss or security breaches to any City systems; creates, updates and maintains disaster recovery plan and systems back-up plan. Develops/assists with development of City and departmental policies and procedures related to computer usage, software, and security compliance.</p> <p>3. Manages the process of updating information on City website; works with contractors to ensure website is an easy source of information dissemination to the public.</p>	<p>1. (continued) data, (19) communicate effectively, (20) develop and maintain effective working relationships, (21) travel to and gain access to work site.</p> <p>2. Knowledge of (2), (4), (11),* (12);* skill in (13); ability to (15), (16), (17), (18), (20).</p> <p>3. Knowledge of (2), (11),* (12);* skill in (13), (14); ability to (21).</p>

TITLE: Information Technology Technician

Developed by Clemans, Nelson & Associates, Inc.

Approval Date _____
{12/28/2010 CLAVNCI 00085969.DOC}

CLASSIFICATION SPECIFICATION

CITY OF AVON

An Equal Opportunity Employer

TITLE: Information Technology Technician

Page 3 of 3

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this classification.)	KNOWLEDGE, SKILLS, AND ABILITIES: (Minimal necessary to perform duties) [*Indicates developed after employment]
	<p>4. Assists in providing cost estimates for the development of short and long range technology goals; prepares and solicits proposals for hardware and software solutions; works within assigned budget; prepares a variety of studies, reports and related information for decision-making purposes, on an “as needed” basis as assigned by the Mayor, Finance Director, or City Engineer.</p>	<p>5. Knowledge of (1), (2), (3), (6), (11),* (12);* ability to (18), (19), (20), (21).</p>

TITLE: Information Technology Technician

Developed by Clemans, Nelson & Associates, Inc.

Approval Date _____
{12/28/2010 CLAVNCI 00085969.DOC}