

**CLASSIFICATION SPECIFICATION
CITY OF AVON
An Equal Opportunity Employer**

TITLE: Information Technology Technician-In-Training

JOB RESPONSIBILITIES: Under the direction of the Technology/Communications Coordinator or the Information Technology Technician, performs a variety of technical work in the 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.

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QUALIFICATIONS: Bachelor's degree in computer sciences or related technical discipline, plus experience in computer networking or systems administration, or any combination of training, education, or experience which provides the desired knowledge, skills, and abilities to perform the essential functions of the position.

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 in the assessment of contracts for external support, etc.); assists with the development of 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>

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Page 2 of 2

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	<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; updates and maintains disaster recovery plan and systems back-up plan. Assists with development of City and departmental policies and procedures related to computer usage, software, and security compliance.</p> <p>3. Assists with 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), (9),* (11);* skill in (11); ability to (13), (14), (15), (16), (18).</p> <p>3. Knowledge of (2), (9),* (10);* skill in (11), (12); ability to (19).</p>