



## City of Kansas City, Missouri Job Class Specification

**Job Title:** IT Technician

**Department:** MULTI

**Job Code:** 1545

**Status:** NONEXEMPT

**Grade:** NE-5

### Summary

This is a beginning level staff position within the IT department.

Work involves responsibility for performing work of a unit engaged in varied computer operations and architecture projects. Employees of this class will assist higher level IT associates with more complex technical projects and problems and will be responsible for individual tasks. Work requires independent judgment on technical problems of limited variety; majority of duties are determined by departmental regulations. Work is occasionally reviewed by a technical supervisor upon completion for overall standards of performance.

### Duties and Responsibilities

- Participates on project teams for assigned projects. Follows appropriate processes and procedures for assigned projects. Provide assistance on multiple projects.
- Installs and maintains basic hardware and software in accordance with prescribed procedures.
- Prepares system documentation within established standards. Assist on written program documentation, and operation documentation in accordance with standards.
- Performs technical testing and quality control testing activities in accordance with prescribed procedures.
- Compares testing results with provided documentation to identify and resolve any discrepancies.
- Performs day-to-day maintenance activities in assigned area (backups, administration, and hardware maintenance)
- Recognizes and analyzes problems, determines cause and initiates corrective action or escalates problems to appropriate level within department.
- Assists with implementation of design/analysis and programming/coding initiatives.
- Codes or scripts modules of programs.
- Provides general one on one training to end users on basic computer concepts and applications.
- Follows through on commitments made to customers. Assures that customer requirements are met. Escalates customer issues as appropriate.
- Monitor networks to assure maximum availability to end users.
- Works effectively with peers, team members, and other departments.
- Work with team to recommend process or procedure changes
- Performs related work as required.

<b>Technical Skills</b>	<ul style="list-style-type: none"> <li>• Possesses good understanding of hardware and software used in performance of job duties.</li> <li>• Has an understanding of the overall operations and architecture of the total system.</li> <li>• Possess an adequate level of knowledge of operation system and application software being used to provide high levels of support to users.</li> <li>• Possess a developing competence in the tools used in design/analysis activities. Possess a basic understanding of design/analysis/development/project/infrastructure concepts.</li> <li>• Has knowledge of established configuration management, software development and project methodologies.</li> <li>• Possesses technical competence in assigned area.</li> <li>• Analysis, troubleshooting, administration experience in regard to applications, business, database, network (voice, data, video), pc, and servers (operating systems, monitoring software, system software).</li> <li>• Design, configuration, installation, deployment, and implementation of applications, infrastructure, networks (voice, data, video), pc, and servers (operating systems, monitoring software, system software).</li> <li>• Coding, programming, development, and support of applications, client server, database, mainframe, and WEB.</li> <li>• Project/Program management</li> <li>• Technology training.</li> </ul>
<b>Education and Experience</b>	<p>Accredited Associate's degree and two (2) years of technology experience.</p> <p style="text-align: center;">OR</p> <p>An equivalent combination of education and technology experience.</p>
<b>Certificates/ Licenses/Special Requirements</b>	<ul style="list-style-type: none"> <li>• Must pass a background check as prescribed by the City.</li> </ul>
<b>Supervisory Responsibility</b>	None
<b>Supervision Received</b>	<p>Work is performed under general supervision of a technical supervisor.</p> <p>Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.</p>
<b>Created</b>	4/07
<b>Revised</b>	4/17,8/2022