

TOWN OF NORTH PROVIDENCE

JOB TITLE: IT Technician

DEPARTMENT: Communications/IT

REPORTS TO: Communications/IT Director

Salary: \$51,568.00

Workweek: 40 Hours

JOB SUMMARY:

The IT Technician is responsible for the day to day operation, maintenance, and upgrading of the town technology end user devices. This position coordinates and assists the Communications System Administrator to insure essential software and hardware is running in order to support the needs of the town and schools. Also provides end user device support for the other town networks when needed.

ESSENTIAL JOB FUNCTIONS:

- Responsible for all end user device repairs, upgrades, and troubleshooting
- To assist the director and systems administrator in its role in coordinating projects
- To assist the director and systems administrator in dealing with all town/school departments and administrators
- Responsible for software installation, antivirus software updates, accountability of devices
- Responsible for proper connectivity to end user clients and devices to the network
- To work with other technicians to install data lines, cables, and devices that are required to insure functionality of devices we support.
- To assist the town network administrator and other technology technician's hands on in their day to day operations

MATERIAL AND EQUIPMENT USED:

Computer Mainframe and Back-Up equipment

Computer test equipment

In-House computer systems and printers

LCD display alarm

Network cabling test equipment

Radio, telephone, and related equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Must have a minimum of 2 years combined experience in computer management. Computer environments must include, conventional physical O/S systems and virtual O/S or a Graduate of a IT program from a Collage or trade school.

Must have knowledge of Windows 7/ Windows 8, Windows 10, Mac, and ios 8.1.3

Must have familiarity in server 2008, 2008R2, 2012 R2, 2019

Must have knowledge of managed switches

Must have ability to install, terminate and troubleshoot 568B cat5e and cat6 cabining, 66 and 100 block terminations, RJ45 terminations and testing.

Must have ability to setup, install, configure, and connect end user devices to existing networks

Must have knowledge and experience using the management console of Google Mail, Google Apps, and GAS

Additional experience in Access Control Systems and Camera system operation, installation and troubleshooting preferred.

Must have a valid Driver's License

Mental and/or Physical Ability To:

Read and understand written directions, text, numbers and legal terminology

Learn to operate radio, telephone, and related equipment operations

Perform multiple tasks concurrently

Establish effective professional working relationships with other Communications personnel, School Department Administration and staff, Town Administration and staff, Fire service and EMS personnel, and members of other public safety agencies

Hear, understand and orally communicate detailed information accurately and completely.

Speak clearly and distinctly

Sit or stand for prolonged periods of time. Employees are occasionally required to walk, stand, and/or

Move objects of up to 50 pounds or more

See and read a computer screen and a variety of written materials, all of which require close Vision abilities

Employees must be able to reach and extend hands in any direction as well as handle, hold, Grasp, turn, or otherwise work with hands

Must be able to work for long durations in emergency situations

Must be able to work in confined spaces

Must NOT be afraid of heights, working as high up at 60 feet on a roof or ground ladder is common

Working Conditions:

Must be able to stay after normal shift ends and must be able to be called back to work while off duty on occasions. Sometimes a shift may require extended stays at work

Duties are performed in an office environment as well as outside in the elements of nature. Must be able to work in weather elements that include Snow, Sleet, Ice, Extreme heat, Rain, and wind.

The employee may be exposed to possible electrical shock.

REQUIRED TO SUBMIT WITH APPLICATION

Copy of Active Drivers License

Resume including work experience and work history.

CONDITION OF EMPLOYMENT

Upon condition of employment the candidate must pass an extensive Police Background check conducted by North Providence Police Department.

Upon Employment applicant will become a member of Laborers International Union of North America (LUNA Local 1033).

Those Interested Please download application from website

https://northprovidenceri.gov/pdf/personnel/Employment_Application.pdf

Send application and resume to

commsdirector@northprovidenceri.gov