



Job Vacancy

IT Technician Information Technology Department

Job Description Under general supervision, provides administration and technical support for all personal computer hardware, software and peripheral equipment. Additionally, provides back-up support for other IT department functions. Must be able to repond within 30 minutues to on-call duty. Reports to the IT Director.

- Configures, installs, maintains, upgrades and registers all personal computer hardware, software and peripheral equipment.
- Configures personal computer and the peripheral equipment for connectivity to the City's network including connectivity to all proper servers.
- Provides timely end-user technical support for problem determination and resolution for all personal computer hardware, software, peripheral equipment, and network connectivity consistent with IT Department policy.
- Provides documentation and tracking of all end-user requests for technical support sufficient to provide a knowledge base for problem resolutions and to provide activity reports to management.
- Maintains an inventory of all personal computer hardware, software, and peripheral IT equipment.
- Maintains documentation, licensing and warranty information for all personal computer hardware, software, and peripheral equipment.
- Performs general administrative/office duties as required, including answering the telephone, typing reports and correspondence, entering computer data, copying and filing documents, faxing information, etc.
- Provides limited end-user training for all personal computer hardware, software, and peripheral equipment technologies.
- Assist in maintaining and updating all City-wide GIS infrastructure, mapping, databases and equipment.
- Performs other related duties as assigned by the IT Director.

Desirable Education and Experience Requires an Associate's degree supplemented by three years as a personal computer hardware and software support technician or any equivalent combination of education and experience that provides the required knowledge, skills, and abilities. Excellent customer service, communication, organizational and self-management skills required.

Application for Position Applicants interested in this job opportunity may apply online at www.lancastercitysc.com (Employment Tab); this position is open until filled. EOE.

Position May be Subject to the Following Background Checks
Credit Check, Criminal History, Driving History, Drug Test, Medical/Physical

Grade	Salary Range
211	\$18.634 to \$23.292