



# Job Vacancy

## IT Technician-Public Safety Information Technology

**Job Description:** Under general supervision, provides administration, technical, and training support for all personal computer hardware, software, body and police camera system, dispatch equipment, and peripheral equipment for the City's Public Safety Departments (Police, Fire, and Court). Additionally, provides back-up support for other IT department functions and departments. Reports to IT Director.

### **ESSENTIAL JOB FUNCTIONS:**

- 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.
- Assists in maintaining and updating all City-wide GIS infrastructure, mapping, databases and equipment.
- Assists with new hire orientations.
- Adheres to all safety and housekeeping standards established by the City and various regulatory agencies; sees that the standards are not violated.
- Provides after hours support.
- Maintains a clean and orderly workplace.
- Performs related duties as directed when such duties are a logical and appropriate assignment to the position.

### **PREFERRED EDUCATION AND EXPERIENCE REQUIREMENTS**

An Associate's Degree supplemented by three (3) 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.

**Application for Position:** Applicants interested in this job opportunity may apply online at [www.lancastercitysc.com](http://www.lancastercitysc.com) (employment tab) Position Open Until Filled. EOE.

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

Grade 211  
Salary Range \$19.56 to \$24.45