EMPLOYMENT OPPORTUNITY

I T   T e c h n i c i a n

Salary: $25.96 - $36.68 Hourly
Job Type: Full-Time
Department: Innovation & Technology
Benefits: Benefits Eligible
Not a remote work position

T h e   P o s i t i o n

Under general supervision, performs a variety of technical duties in support of the Town's technology systems; provides frontline help desk support to end users; troubleshoots hardware and software problems associated with the Town's computers and related equipment; installs hardware equipment and software applications; and performs related work as required.

J o b   F u n c t i o n s

- Provides help desk support, troubleshooting, and follow-up support of the Towns computer, network, and telecommunication systems, including peripheral equipment such as printers and mobile devices, cabling, and business applications such as websites, Audio/Visual and Broadcasting, Enterprise Resource Planning (ERP), and Geographic Information Systems (GIS).
- Implements, maintains and troubleshoots computer systems and related hardware and software, and other technology equipment as assigned.
- Performs routine tasks, including maintenance and servicing on computer hardware, changing printer toner; establishes and adheres to maintenance schedules.
- Assists in the administration, maintenance, and support of system and user-end security, physical access security, and security camera systems; system and data backups, and other systems as assigned.
- Maintains inventory, tracks, and receives a variety of computer and telecommunication systems equipment, software applications, supplies, training materials, and related needs; adheres to established purchasing procedures.
- Provides basic instruction to end users on the Town's technology systems. Develops training documentation and performs formal and informal training sessions as assigned.
- Researches, evaluates, and recommends the purchase of equipment and supplies.
- May develop applications, scripts, and macros to enhance, expedite, and automate various tasks.
- Stays abreast of current trends, technologies and developments in the fields of information technology, computer software programs and networking systems.
- Informs users and enforces the Innovation and Technology Department's operational policies and procedures.
- Provides emergency and on-call support response to reduce down-time, correct errors, monitor vendor activity, off hours scheduled maintenance, and system failures or on an as needed basis; may be required to carry a Town-supplied cell phone during on-duty and off-duty hours.
- Maintains confidentiality of work-related issues and Town information.
- Performs other duties as assigned.

Q u a l i f i c a t i o n s

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Required: High school diploma OR GED equivalent and two (2) years of recent technology experience with hardware and software operations. Associate Degree in computer science, information technology, business administration, GIS, or a related field is desired.

License:
- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Selection Process

A completed Town employment application is required by the close of recruitment, on **Tuesday, January 31st, 2023, at 5:30pm.** Application package is available at Town of Apple Valley, 14975 Dale Evans Parkway, Apple Valley 92307, or on our website at www.applevalley.org. Applications may be completed online, or mailed/delivered to 14955 Dale Evans Parkway, Apple Valley 92307 Attn: Human Resources. The Town of Apple Valley participates in the E-Verify program.

The Town of Apple Valley does not discriminate on the basis of age, sex, race, religion, national origin, marital status, sexual orientation, or handicap status in its employment actions. If applicant has a disability that may require an accommodation, please contact Human Resources in writing at time application is submitted.