City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Information Technology Technician I, II, III</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>ITT1, ITT2, ITT3</td>
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<td>Job Family:</td>
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<tr>
<td>Pay Grade:</td>
<td>NU12, NU14, NU16</td>
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<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
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</tbody>
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General Summary: This position is responsible for supporting computer software and hardware for various offices and facilities.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

IT Technician I:

- Maintains, diagnoses, services, and repairs computer hardware, related peripherals and software at various locations.
- Provides technical assistance and instruction to customers on basic technology and tools.
- Tracks and documents support requests using help desk management system.

IT Technician II:

- Performs all duties of Level I.
- Provides technical support for requests related to more complex hardware or software issues.

IT Technician III:

- Performs all duties of Level I and II.
- Provides technical support for requests related to network, server, or security issues.
- Reads, writes, and updates user documentation as needed.
- Stays abreast of current trends and developments in the field of Information Technology.
- Serves as team leader for Information Technology projects.

Qualifications:

Education and/or Experience:

IT Technician I:

Associate’s degree or equivalent from two-year college or technical school in Information Technology and one-year related experience and/or training working with computer hardware or software; or high school diploma or GED and 3 years of experience working with computer hardware or software.
**IT Technician II:**

Associate’s degree or equivalent from two-year college or technical school in Information Technology and five years related experience and/or training working with computer hardware or software; or high school diploma or GED and seven years’ experience working with computer hardware or software.

**IT Technician III:**

Associate’s degree or equivalent from two-year college or technical school in Information Technology and seven years related experience and/or training working with computer hardware or software; or high school diploma or GED and ten years’ experience working with computer hardware or software.

**Working Conditions:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The noise level in the work environment is usually moderate.

**Physical Demands:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee is frequently required to sit; stoop, kneel, crouch, or crawl and talk or hear. The employee is occasionally required to climb or balance and taste or smell. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and distance vision.