City of Rapid City  
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Information Technology (IT) Technician Supervisor</th>
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<td>Job Code:</td>
<td>ITSP</td>
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<tr>
<td>Pay Grade:</td>
<td>NU20</td>
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<tr>
<td>FLSA Status:</td>
<td>Exempt</td>
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<td>Job Family:</td>
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<td>Date Revised:</td>
<td>12/14/2020</td>
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**General Summary:** This position is responsible for supporting computer and network operations, providing hardware and software planning and evaluation, providing problem solving and training for end users, and ensuring systems efficiency and integrity.

**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.*

- Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, or other related technologies.
- Oversees and adjusts technician’s work schedules.
- Acts as liaison between equipment vendors and independent contractors who provide equipment or service to the City.
- Assists with the installation of new or upgrades to existing hardware and software systems.
- Assists with assembly and installation of PC hardware, and investigates and resolves routine hardware and software problems.
- Assists with access to and operation of all computer systems, including connection to network, access to servers and operation of departmental systems, including, but not limited to, E-mail, Public Safety, Financial and Billing Systems.

**Qualifications:**

**Education and/or Experience:**

Bachelor’s degree from four-year college or university in Information Systems Management and one year related experience and/or training in computer networks and operations systems; or an Associate’s degree or equivalent from two-year college or technical school and three years related experience in computer networks and computer systems support; or six years related experience in computer networks, operation systems and support.

**Certificates, Licenses, Registrations:**

Must possess a valid South Dakota driver’s license or ability to obtain within 30 days from date of hire.
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.

Most work is performed indoors in an office where interruptions may occur. 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. The employee is frequently required to walk; use hands to finger, handle, or feel; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit; talk or hear 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.