



Position Description

Position Title:	Network Technician (Part-Time)	Position Code:
Department:	Information Services	
FLSA Status:	Non-Exempt	
Revised:	06/07/2013	
Emergency Status:	Post Impact/Recovery Assigned	
Organization:	City of South Padre Island	
Address:	4601 Padre Blvd, South Padre Island, TX 78597	
Work Location:	South Padre Island Municipal Complex	
Web Address:	www.MySPI.org	

Leadership

Supervisor:	Information Technology Manager
Direct Reports:	None

Position Purpose

The primary responsibility of this position is to support the City's networked infrastructure and respond to IT support calls. This position will assist in maintaining, upgrading and configuring the City's technology. In addition to the primary duties, the Network Technician is responsible for website content updating, VOIP phone system administration, as well as network wiring and infrastructure upgrades.

Essential Functions

- Troubleshoot and support end-users in a Windows based environment.
- Diagnose and resolve computer hardware and software problems.
- Perform hardware and software upgrades ensuring overall system compatibility and license compliance.
- Maintain a secure, reliable and virus-free network environment.
- Configure new systems and orient users on hardware and software specifically related to their respective job responsibilities.
- Provide basic technical support for mobile users and configuration of laptops for remote access.
- Perform other technology related functions as assigned by the Information Technology Manager.

Secondary Functions

- Follows procedures outlined in the City's Disaster plan for recovering all data, software



and equipment.

- Provide user support for the City's phone and voice-mail system.
- Assists in the new PC selection process, as well as various network and computer equipment.
- Performs all other duties as assigned.

Capital and/or Fiscal Responsibility

- Responsible for adhering to all City of South Padre Island Purchasing Policies while performing purchasing tasks.

Credentials (minimum preferred)

Knowledge/Skills/Abilities

- Thorough knowledge of Windows 7, including network settings and troubleshooting.
- Detailed knowledge in all Microsoft server and desktop software and applications, as well as database experience.
- Fluent with Transmission Control Protocol/Internet Protocol (TCP/IP) and Dynamic Host Configuration Protocol (DHCP).
- Ability to complete complex tasks thoroughly and professionally with and without direct supervision.
- Excellent communication skills and the ability to explain complex concepts and procedures in simple to understand terms.
- Ability to handle confidential information with complete discretion.
- Ability to deal courteously and effectively with staff and outside end-users.
- Strong ability in troubleshooting to determine the source of technical problems.
- Ability to understand and manage high-profile, sensitive or controversial political situations.

Formal Education/Certification/Licenses

- Graduation from high school with course work in general office practices such as typing, accounting, data processing.
- Associates degree or education and training related to computer science, management information systems, or a closely related field.

Prior Experience

- Minimum three (3) years experience working as a Support Technician in a networked computer environment or any combination of education and experience, equivalency to be determined by the employer.

Language Requirements

- Bilingual: Spanish and English preferred.



Tools and Equipment Used

All computer networks, personal computer systems, phone, copy, fax machine, postage machine, computer tools and video cameras.

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 frequently required to sit and talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk; lift and/or move up to twenty-five (25) pounds. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision, color vision and the ability to adjust focus.

Work Environment

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. Work is normally performed inside an air-conditioned office. The noise level in the work environment is usually moderately quiet.

Selection Guidelines

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

Acknowledgement

This position description does not constitute an employment agreement and is subject to change. This description is intended to indicate the types of outcomes, essential duties and levels of work difficulty required for this position. Other outcomes and/or responsibilities may be added, deleted or changed at anytime, and the discretion of Management, formally or informally, either verbally or in writing. I have read and understand the duties required of this position and further affirm that I am physically and mentally able to perform the duties as described.

Employee (print name): _____

Employee (signature): _____

Date: _____