AGENDA ITEM HISTORY SHEET

ITEM TITLE	AGENDA NO. 12 & 13
IT Support Technician	AGENDA DATE: 9/24/2024

FUNDING CERTIFICATION (Finance Director) (Signature, if applicable)

MANAGEMENT STAFF REVIEW (Signature)

Gordon E. Mills

MAYOR (Signature)

ITEM HISTORY (Previous Council reviews, action related to this item, and other pertinent history)

ITEM COMMENTARY (Background discussion, key points, recommendations, etc.) Please identify any or all impacts this proposed action would have on the City budget, personnel resources, and/or residents.

In July of 2024, the Systems Administrator position was vacated, leaving it frozen under Resolution 2023-30. After a review of the IT department, it was determined that the position could be re-written to be a Support Technician while still accomplishing the duties needed from the role. This change has a positive impact on the budget as the changes reduced the overall pay range for the position.

(This section to be completed by the Mayor)

ACTION PROPOSED (Motion for Consideration)

Motion to approve.

RESOLUTION NO. 2024 - _____

RESOLUTION REGARDING A NEW POSITION DESCRIPTION AND COMPENSATION PLAN FOR AN IT SUPPORT TECHNICIAN

WHEREAS, The City Council of the City of Bryant desires to adopt the position description and compensation plan for said position;

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF BRYANT, ARKANSAS THAT:

Section 1. The City Council of the City of Bryant hereby adopts the attached position description for the position of IT Support Technician.

Section 2. The salary range for the IT Support Technician position shall fall within the range suggested by the most recently adopted JESAP study. The current JESAP study suggests the following updated salary range for the position:

Minimum	Midpoint	Maximum
$39,589	$49,486	$59,583

PASSED AND APPROVED this _____day of _____, 2024.

APPROVED:

_____
Chris Treat, Mayor

ATTEST:

_____
Mark Smith, City Clerk

2024 City of Bryant
IT Support Technician
Job Description

Job Code: 1000
Exempt: No
Department: Information Technology
Reports To: Director of Information Technology
Location: City Hall
Date Prepared: November 05, 2009
Date Revised: September 18, 2024
Safety Sensitive: This position is designated as safety/security sensitive and is subject to pre-employment, reasonable suspicion and random drug and alcohol screening.

GENERAL DESCRIPTION OF POSITION

The IT Support Technician is responsible for the maintenance, configuration, and reliable operation of computer systems, servers, related peripheral and networking equipment, and software, such as email services and Active Directory. They install hardware and software, and participate in research and development to continuously improve and keep up with the IT needs of the City of Bryant. They actively resolve problems and issues with computer systems, servers, and networking equipment to limit work disruptions within the city. They are also responsible for customer service and consulting support, and building and maintaining strong working relationships with all departments within the city.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for the maintenance, configuration, and reliable operation of computer systems, servers, network equipment, and virtualization.

2. Install and upgrade computer components and software, manage virtual servers, and integrate automation processes.

3. Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.

4. Monitor and maintain regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.

5. Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.

6. Assist in development and implementation of procedures to maintain security and protect systems from unauthorized use, acts of nature and user abuse.

7. Ensure IT system operation adheres to applicable laws and regulations.

8. Promote and oversee strategic relationship between IT Department resources, vendors and other departments in the city.

9. Ensures that equipment inventory is properly maintained.

10. Perform any other related duties as required or assigned.

Intermediate: Alphanumeric Data Entry, Spreadsheet, Word Processing/Typing
Basic: Contact Management, Database, Presentation/PowerPoint

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Close mental demand. Operations requiring close and continuous attention for control of operations. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Directed. Supervisory and/or professional skills using structured practices or policies and directed as to execution and review. Interpolation of learned things in moderately varied situations where reasoning and decision-making are essential.

RESPONSIBILITY FOR WORK OF OTHERS

Responsibility for work of others: Not indicated.

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Regularly responsible for funds, building premises, inventory, or other property owned or leased by the organization and, in addition, may have temporary custody and responsibility of property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in very important monetary losses to the organization. The total value for the above range from $10,000,000 to $25,000,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY

FREEDOM TO ACT

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; and color vision.

ADDITIONAL INFORMATION

Operation of Systems in Place Require Knowledge Of:
Windows Active Directory using Replicating Domain Controllers
VMWare, DHCP and DNS Servers
Ethernet, Fiber, and Wireless Data Connectivity
VLAN, Layer 2 Switches, Routers
Windows 11, MS Server 2022, iOS
NAS, SAN, Stateful Packet Firewalls
Remote Access Servers, VPN
VOIP and POE Technologies