

MARSHALL MUNICIPAL UTILITIES

INFORMATION TECHNOLOGY & BROADBAND DEPARTMENT

JOB DESCRIPTION

Written 01/2019

TITLE: IT Support I

CLASSIFICATION: Nonexempt

PAY RANGE: 6

JOB LOCATION: 75 E. Morgan, Marshall, MO

NORMAL WORK SCHEDULE: 7:00 a.m. to 4:00 p.m., Monday-Friday. Includes after-hours and weekend duty as may be scheduled or unscheduled during emergencies, storms, outages or periods of equipment failure, and as necessary to accomplish work.

BASIC DESCRIPTION OF WORK: Provide basic technology support to all MMU departments and to customers of MMU's high speed internet services. Install, configure, test, maintain, monitor, and troubleshoot PC's, hardware, software, printers, and other peripheral devices for all MMU departments. Install, configure, test, maintain, monitor, and troubleshoot network infrastructure, systems, and equipment. Utilize assistance from, and escalate issues to, senior Information Technology staff when necessary.

This job requires the following education and/or experience:

- College level, trade school, or certification training coursework in Computer Science, Networking, Communications, Computer Information Systems, Programming, Engineering or Design; or
- Reasonable equivalent experience

This job requires the following,

- (1) at the time of hire:
 - a. Telephone at residence (cellular or landline acceptable)
 - b. Valid Missouri Class F Driver's License
 - c. Familiarity with computer systems
 - d. Familiarity with networking of communication systems
- (2) obtained on the job:
 - a. Residency within or in close proximity to Marshall

PRIMARY DUTIES OF JOB: Installs, configures, maintains, and troubleshoots PC's, laptops, software, printers, and other peripheral devices for all MMU departments. Handles internet service calls, over the phone and at the customer's site when warranted. Performs basic network troubleshooting as needed to resolve problems with both hardware and software. Installs, configures, tests, maintains, monitors, and troubleshoots networked peripheral devices, cabling, and networking hardware and software products. Demonstrates effective customer service skills to resolve internal and external end-user problems in a timely manner; escalates issues to more experienced Information Technology staff when necessary. Prepares, maintains, and adheres to procedures for logging, reporting, and statistically monitoring network data. Performs other duties as deemed necessary.

SECONDARY DUTIES OF JOB: Provides assistance in various areas of MMU. May assume other duties as assigned.

To do this job you must be able to:

- Operate a personal computer on a professional level of experience; includes use of laptop
- Understand, write and convert between hexadecimal, binary, and decimal
- Distinguish and recognize colors
- Visually (in a variety of conditions) obtain accurate data from various written material
- Work safely alone and with others in a compatible manner
- Understand safety codes, written symbolic and verbal instructions of a complicated nature
- Operate various power and hand tools such as crimpers, cable strippers, screwdriver
- Communicate effectively, in English, verbally in person and by telephone/radio, and through written material including e-mail
- Operate a vehicle with frequent in and out
- Wear standard safety equipment including hard hat and eye and ear protection
- Function with rapport regarding suppliers, engineers, contractors, the general public, employees of MMU and management

PHYSICAL DEMANDS:

- 1) Effectively operate computer keyboard and mouse
- 2) Walk, climb and descend ladders and stairs
- 3) Lift moderate weights (30- 50 lbs.)
- 4) Work in confined spaces and heights
- 5) Squat, kneel, bend and reach overhead

ENVIRONMENTAL CONDITIONS: Work will be primarily indoors with some outdoor duties required. May be subjected to adverse weather and unfavorable conditions (hot, cold, muddy, wet, dusty and greasy).

SUPERVISION RECEIVED: Works under the general supervision of the IT & Broadband Director and the direct supervision of the IT Manager or others as assigned.

SUPERVISION GIVEN: None under normal conditions. May assist in or be responsible for the training of personnel in apprentice position as assigned by the IT Manager.

MARSHALL MUNICIPAL UTILITIES

INFORMATION TECHNOLOGY & BROADBAND DEPARTMENT

JOB DESCRIPTION

Written 01/2019

TITLE: IT Support II

CLASSIFICATION: Nonexempt

PAY RANGE: 15

JOB LOCATION: 75 E. Morgan, Marshall, MO

NORMAL WORK SCHEDULE: 7:00 a.m. to 4:00 p.m., Monday-Friday. Includes after-hours and weekend duty as may be scheduled or unscheduled during emergencies, storms, outages or periods of equipment failure, and as necessary to accomplish work.

BASIC DESCRIPTION OF WORK: Provide advanced technology support to all MMU departments and to customers of MMU's high speed internet services. Install, configure, test, maintain, monitor, and troubleshoot PC's, hardware, software, printers, and other peripheral devices for all MMU departments. Install, configure, test, maintain, monitor, and troubleshoot network infrastructure, systems, and equipment. Utilize assistance from, and escalate issues to, senior Information Technology staff when necessary.

This job requires the following education and/or experience:

- College level, trade school, or certification training coursework in Computer Science, Networking, Communications, Computer Information Systems, Programming, Engineering or Design; or
- Reasonable equivalent experience

This job requires the following,

- (1) at the time of hire:
 - a. Telephone at residence (cellular or landline acceptable)
 - b. Valid Missouri Class F Driver's License
 - c. Familiarity with computer systems
 - d. Familiarity with networking of communication systems
- (2) obtained on the job:
 - a. Residency within or in close proximity to Marshall

PRIMARY DUTIES OF JOB: Installs, configures, maintains, and troubleshoots PC's, laptops, software, printers, and other peripheral devices for all MMU departments. Handles internet service calls, over the phone and at the customer's site when warranted. Coordinates the resolution of hardware, software system and network problems including contacting support or repair personnel as necessary. Performs advanced network troubleshooting as needed to resolve problems with both hardware and software. Installs, configures, tests, maintains, monitors, and troubleshoots networked peripheral devices, cabling, and networking hardware and software products. Recommends and implements corrective hardware and software solutions, including off-site repair. Demonstrates effective customer service skills to resolve internal and external end-user problems in a timely manner; escalates issues to more experienced Information Technology staff when necessary. Prepares, maintains, and adheres to procedures for logging, reporting, and statistically monitoring network data. Performs additional duties as deemed necessary.

SECONDARY DUTIES OF JOB: Performs some server administration. Provides assistance in various areas of MMU. May assume other duties as assigned.

To do this job you must be able to:

- Operate a personal computer on a professional level of experience; includes use of laptop
- Understand, write and convert between hexadecimal, binary, and decimal
- Distinguish and recognize colors
- Visually (in a variety of conditions) obtain accurate data from various written material
- Work safely alone and with others in a compatible manner
- Understand safety codes, written symbolic and verbal instructions of a complicated nature
- Operate various power and hand tools such as crimpers, cable strippers, screwdriver
- Communicate effectively, in English, verbally in person and by telephone/radio, and through written material including e-mail
- Operate a vehicle with frequent in and out
- Wear standard safety equipment including hard hat and eye and ear protection
- Function with rapport regarding suppliers, engineers, contractors, the general public, employees of MMU and management

PHYSICAL DEMANDS:

- 1) Effectively operate computer keyboard and mouse
- 2) Walk, climb and descend ladders and stairs
- 3) Lift moderate weights (30- 50 lbs.)
- 4) Work in confined spaces and heights
- 5) Squat, kneel, bend and reach overhead

ENVIRONMENTAL CONDITIONS: Work will be primarily indoors with some outdoor duties required. May be subjected to adverse weather and unfavorable conditions (hot, cold, muddy, wet, dusty and greasy).

SUPERVISION RECEIVED: Works under the general supervision of the IT & Broadband Director and the direct supervision of the IT Manager or others as assigned.

SUPERVISION GIVEN: None under normal conditions. May assist in or be responsible for the training of personnel in apprentice position as assigned by the IT Manager.