

MISSOULA RURAL FIRE DISTRICT

JOB DESCRIPTION

JOB TITLE: Information Technology Technician

DIVISION: Administration **FSLA CATETORY:** Exempt

APPROVED BY: Chris Newman, Fire Chief **Date:** 3-1-2018

Job Summary

Under the general direction of the Fire Chief of Missoula Rural Fire District, the Information Technology Technician (ITT) administers the operations of the IT department of Missoula Rural Fire District. The ITT reports directly to the Fire Chief of Missoula Rural Fire District. The Information Technology Technician is responsible for supporting network databases and systems, updating system hardware and software, troubleshooting for system errors, and assisting team members in supporting all data security and optimization. This includes installing and maintaining computer systems and networks aiming for the highest functionality. The ITT will also “train” users of the systems to make appropriate and safe usage of the IT infrastructure. The goal is to build and maintain updated and efficient computer systems and networks to optimize the role of technology on business sustainability.

Essential Duties and Responsibilities

The Information Technology Technician may be required to perform any or all of the following duties at some time:

Set up workstations with computers and necessary peripheral devices (routers, printers, etc.).

Perform preventative maintenance on computers and related hardware to ensure functionality.

Install and configure appropriate software and functions according to specifications.

Develop and maintain local networks in ways that optimize performance and ensure optimal wired and Wi-Fi coverage.

Install software and hardware patches according to vendor recommendations to ensure functionality and security.

Provide orientation and guidance to users on how to operate new software and computer equipment.

Perform regular data backups to ensure all company-owned work is saved. Test backups on regular basis to ensure viability of backup.

Organize and schedule upgrades and maintenance without deterring others from completing their work.

Ensure security and privacy of networks and computer systems based on industry best practice. Examples are the CIS 20 critical security controls or NIST standards.

Administer Active Directory, group policy, firewalls, virus protection, and email security.

Troubleshoot and resolve network connectivity issues.

Provide helpdesk and technical support either by phone, remote access, or site visits to resolve network, hardware, or software issues as needed. This may include time outside of the employee's normal, scheduled work hours in an on-call capacity.

Consult with vendors and clients to integrate and update company technology.

Maintain capacity management reports for the use of optimizing system performance and planning for growth.

Maintain records/logs of repairs and fixes and maintenance schedule.

Maintain hardware and software inventory as required to replace aging systems and perform repairs.

Assist with cost estimates for IT projects for the Fire District.

Assist in the development of the Fire District IT budget.

Assist in the formulation and administration of District rules, regulations, procedures, policies and goals related to Information Technologies.

Job Knowledge Requirements

Thorough knowledge of diverse computer operating systems and networks. Including but not limited to Windows, Linux, network protocols, switches, routers, firewalls.

Thorough knowledge of internet security and data privacy principles.

Thorough, up-to-date knowledge of new systems, information, software, hardware, and upgrades.

Minimum Qualifications

High school degree or equivalent.

Bachelor's degree in computer science, information systems, or related field preferred.

Industry certification (MCSE), CompTIA A+, CompTIA Net+ certification, or other related IT professional certifications are preferred.

Five years minimum work experience in information technology role with experience working with network and server management support.

Excellent written and verbal communications and leadership skills; a high level of skill in organization and time-management practices; diagnostics and problem solving and attention to detail.

Missoula Rural Fire District pre-employment process including, but not limited to; a federal criminal background check, reference check, credit check, and driving record check.

Job Specifications

KNOWLEDGE: The ITT has responsibility for the administration and operations of the IT Department within the Fire District which, includes making proper determinations on varied work problems encountered, the broad knowledge and thorough understanding of modern IT administration, technology, computer science, and maintaining and installing IT systems, is a must.

ACCOUNTABILITY: The ITT works relatively independently in performing and supervising all technical and general operations of the IT Department and insures that desired work results are achieved. Work results will be evaluated by the Fire Chief through a comparison of established objectives.

MENTAL ABILITY: Ability to develop, support, and manage unique computer systems and networks. Ability to react quickly and efficiently in cases of emergency.

Work Environment

The work environment characteristics described here are representative of those an employee will encounter while performing 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 works around others or alone, works with the public and works inside. The employee occasionally works with others in confined areas. Infrequently works around noise and works near moving objects. The employee infrequently works outside.

The noise level in the work environment is usually moderate.

While performing the duties of this job, the employee frequently exercises flexibility (the ability to shift from one task to another). Guidance and reinforcement are available. The employee frequently performs routine work and maintains attentiveness throughout the duration. The employee frequently works within time constraints. The employee is constantly involved in social interactions which constantly require oral and written communications.

Memory, reasoning, problem solving, mathematics and exercising judgment are frequently used/required on the job.

Employee will be required to work with agencies outside of the Fire District on technical issues.

Physical Demands and Working Conditions:

Mainly works indoors but some outdoor work may be required. Occasional physical effort involving lifting of over 35 pounds is required. Work requires high attention to detail and deadlines on a frequent basis.

Equipment Used

1. Computer/Video Camera/Cell phone
2. Smartboard and other audio/visual technology
3. Microsoft Office (Word, Excel, Outlook, PowerPoint, Access, and Publisher)
4. New World, Telestaff, CAD and other software as assigned
5. Mobile Data Terminal (MDT)