

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB396 Infrastructure Technician
<b>POSITION #/TITLE:</b> 2505 Infrastructure Technician	<b>Adopted:</b> 02-08
	<b>Revised:</b> 11-16

<b>POSITION DESCRIPTION</b>
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<b>Dept:</b> Information Technology	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 10
<b>Reports To Position #/Job Code #/JC Title:</b> 2503/NB386/IT Infrastructure Manager	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Exempt	<b>City Overtime Status (Employee Type):</b> Exempt (Salaried)
<b>Physical Demand Rating:</b> Light	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Job fit assessment
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Provides basic to intermediate-level maintenance and support of the City's server and network systems, as well as advanced-level support of computer hardware and software as needed and escalated by Customer Support team.

<b>Distinguishing Features of the Class</b>
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Considerable leeway is granted for the exercise of independent judgment and initiative. The Infrastructure Technician should have basic knowledge and understanding of server and network principals, as well as an advanced level understanding of desktop support.

<b>Examples of Essential Work (Illustrative Only)</b>
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Supports server and network administration functions and interfaces with other City servers and users;  
 Receives and documents user problems and makes inquiries to determine nature of the problem and refers to appropriate staff;  
 Provides technical assistance to customers in the use of server and networking systems as needed;  
 Provides tier 2 support for issues that go above support level or permissions of desktops for Customer Support team;  
 Monitors city wide virus protection upgrades;  
 Performs minor server and network repair and maintenance;  
 Participates in recording of server and networking related preventive maintenance and repair schedules;  
 Participates in the delivery and installation/maintenance of server and network equipment;  
 Assists Administrators, Sr. Administrators, Engineers or Manager of the Infrastructure Division as directed;  
 Performs all work duties and activities in accordance with City policies, procedures and safety practices;  
 Attends work regularly at the designated place and time;  
 Supports continuous process improvement initiatives;  
 Performs related work as required.

### **Required Knowledge and Abilities**

Basic knowledge of server and network capabilities and associated server and networking equipment;  
Basic knowledge of structured wiring systems;  
Good knowledge of the functions and operations of the Information Technology Department;  
Ability to install new server and networking equipment;  
Ability to communicate effectively and maintain working relationships with department heads, other City employees, outside vendors and the public;  
Ability to carry a City cell phone to respond to after-hour emergency calls, and perform on-call coverage as scheduled;  
Ability to work variable first shift, M-F work schedule, or as necessary as work load and projects require;  
Ability to prepare accurate and reliable reports containing findings, recommendations and conclusions on server and network hardware/software;  
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;  
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from an accredited college or university with an Bachelor's Degree in Information Services, Computer Science or a closely related field; and  
Some experience working with network and system administration; or  
Any equivalent combination of experience and training which provide the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

Server or Network related certification desirable.  
Valid Iowa driver's license.  
Required to obtain Iowa NCIC certification.

### **Essential Physical Abilities**

Requires the following, with or without reasonable accommodation:  
Sufficient clarity of speech and hearing which permits the employee to communicate effectively;  
Sufficient vision which permits the employee to prepare detailed printing materials, and to read a wide variety of materials;  
Sufficient manual dexterity which permits the employee to operate a computer keyboard and other computer related equipment;  
Sufficient personal mobility which permits the employee to work in a general office environment and visit other work sites in the City.