



Filing Deadline: August 4, 2017

**City of Coeur d'Alene  
Equal Employment Opportunity  
Information Technology (IT) Technician**

**Description:** Performs a variety of technical duties related to the installation, maintenance, and support of the citywide central computer system; performs related work as required.

**Salary and Benefits:** Starting salary is \$18.55 per hour, eligible for an increase after 12-months of service with standard or above evaluations. The position is supplemented by a generous employee benefit package ([summary of benefits](#)) and membership in PERSI (Public Employee Retirement System of Idaho) is required.

**Acceptable Education, Training and Experience:** Associates Degree in computer technology or related field; and two (2) years computer related work experience in help desk or related mode; or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

**Special Qualifications:** Must have a valid Driver's license.

**Knowledge, Skills and Abilities**

Knowledge of:

- Personal computer operation and maintenance;
- Interpersonal communication skills;
- Networking practices and principles;
- Printer operation and maintenance;

Ability to:

- Learn new tasks and procedures efficiently;
- Apply task and office procedures appropriately;
- Work independently;
- Operate standard office equipment, including a personal computer using program applications appropriate to assigned duties;
- Communicate effectively verbally and in writing;
- Develop and maintain effective working relationships with supervisors and co-workers.

**Examples of Work** (Illustrative Only)

**Essential Duties and Responsibilities**

- Maintains system backup tapes;
- Monitors utilization of computing resources;
- Installs, maintains, and supports all information technology hardware and software including PC's, monitors, printers, voice over IP telephones, etc.;
- Relocates computer equipment as needed;
- Performs maintenance and repair on printers;
- Provides basic training on computer programs to city employees.

### **Other Duties and Responsibilities**

- Shares in after hours call rotation;
- Performs other related duties as required.

### **Essential Physical Abilities**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to prepare written technical reports, troubleshoot and perform repairs on computers;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to make adjustments to computers, tools and equipment;
- Sufficient body mobility, flexibility, and balance to work in an office setting and perform hardware or software installation duties which may require bending, stooping, kneeling, crouching, reaching, and working in confined spaces, and to lift at least 50 pounds.

**APPLICATION PROCEDURE:** Applicants meeting the qualification requirements are invited to submit a completed City of Coeur d'Alene Employment Application and resume to the Human Resources Office, City Hall, 710 Mullan, Coeur d'Alene, ID 83814. Application including a resume deadline is Friday, August 4, 2017 at 5:00p.m. Applications will be screened, and those applicants with the most appropriate qualifications will be invited for further testing. If you would like to request a reasonable accommodation for the recruitment process due to a disability, please provide a written request and submit with your City of Coeur d'Alene application.

*The City of Coeur d'Alene is committed to providing equal employment opportunity for all persons without regard to race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.*