

City of Lowell
Job Posting
Please Post ~ July 16, 2015
Deadline ~ July 30, 2015
Police Department
Computer Technician

Job Title: Computer Technician (1100-DH04, 2168)
Department: Lowell Police Department
Reports To: Officer-in-Charge of Management Information Systems
Union: Ordinance/Non-Union
Salary: \$63,007.36 (min) to \$73,954.92 (max)

SUMMARY

The position provides support to the City of Lowell's Police Department through guidance, coordination, administration, and follow-up on server questions, problems or malfunctions of infrastructure systems, applications, hardware and software installed or maintained by the City. The successful candidate will learn to install, configure, maintain, administer, support and troubleshoot server/network applications, hardware and their operating systems.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Serve as escalation point for problems and inquires.
- Install, configure, maintain, upgrade and troubleshoot network/server applications, network connectivity, hardware, and operating systems as necessary.
- Manage and maintain server environment. This includes Active Directory, Domains, Trusts, Security, and core infrastructure; reliable backup and restore procedures; printers, OS upgrades, and hardware provisioning.
- Under supervision, manage and maintain application environment, including Larimore, SQL, TCP/IP, DNS, other applications.
- Deliver 99% uptime of all systems.
- Complete projects under minimal supervision.
- Assist with identifying sources and trends of technical problems to prevent future occurrences.
- Assist with the review, testing, and assessment of new technologies and tools as assigned.
- Provide courteous and quality email, telephone, on-site and web-based technical support to City staff.
- Strive to solve technical issues directly, or diagnose them and deploy technical staff or 3rd parties as appropriate.
- Use help desk software to accurately enter, maintain, track, and close communications involving support requests in a timely manner.

- Establish and maintain effective working relationships with co-workers, other City employees, and outside agencies; exhibit professional conduct in assignments and administrative duties.
- Ensure City computing policies are adhered to; coordinate/maintain resources and inventories.
- Maintained technical competence through training, reading appropriate technical journals/periodicals, and through attendance at appropriate forums and presentations.

QUALIFICATIONS

The requirements listed below are representative of the education, knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SKILLS, EXPERIENCE & COMPETENCIES

- 3+ Years of hands-on experience in a customer service oriented, fast-paced, systems environment providing network administration, support and system maintenance.
- Demonstrable understanding and experience in the full spectrum of standard administrative tasks including server builds, administration, and rollouts; account and security management, including Active Directory and Group Policy Objects.
- Demonstrable understanding and experience with TCP/IP networking concepts, security, and practice including VPNs and DMZs.
- Working knowledge of IT operations, responsibilities, work flow processes and procedures.
- Firm understanding of server system configures, their applications, and networking principals.
- Ability to effectively express, interact with and communicate technical concepts, ideas and information to management, peers, and a non-technical audience; must work well in a team environment.
- Ability to read and interpret documents such as application manuals, knowledge bases, and other technical and procedural materials/manuals geared to all levels and furnished in written, verbal, diagram, or schedule form.
- Ability to multitask, solve practical problems and deal with a variety of situations with limited information; good analytical and problem solving skills; able to interpret, assess, and diagnose symptoms, issues and situations, in order to resolve them correctly; able to use the Internet for research and problem resolution.
- Knowledge and working familiarity with the following software and utilities:
 - MS Windows 7/Vista/8
 - MS Windows Server 2008/2012
 - MS Exchange 2007/2013
 - MS DNS, WINS, DHCP, RAS
 - Backup Exec
 - BMC TrackIt!
 - Meraki MDM
 - MS Visio
 - FTP, Telnet, Ping
 - Scripting tools
 - UNIX/LINUX
 - MS Office Suite & Tools
 - MS Active Directory & LDAP
 - SQL 2008/2012
 - MS Terminal Services
 - MS WSUS

- Internet Explorer
- MUNIS
- Symantec Endpoint
- Knowledge and working familiarity with the following hardware and tools:
 - Intel/AMD Processors
 - Proliant server family
 - Various printers and queue mgmt.
 - iPad/iPhone
 - Basic hardware tools
 - KVM switches
- Documentation tools
- Crystal Reports
- Laptop computers
- Tape libraries, drivers, and media
- HP Laserjet Printers
- RJ11/45 assembly equipment
- Network equipment (switches, etc)
- RAID & storage technology

EDUCATION & CERTIFICATIONS

- Bachelor's Degree in Business, Computer Science, or Information Systems, or 3 years relevant experience in a similar environment.
- A+ or Network+ certification or equivalent experience desired.
- MCDST or MS Office Specialist certifications desired.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform 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 is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters 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 is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

The City of Lowell is a smoke and drug free employer and requires physical with drug screen, and CORI post offer.

Qualified individuals should send application/resume with cover letter to the Human Relations Office, Mary Callery, HR Director Room 19 - City Hall, Lowell, MA 01852 by 4:00 PM: Deadline ~ July 30, 2015. Applicants may also send application/resume with cover letter to fax 978-446-7102 or email to cityjobs@lowellma.gov

EOE/AA/504 Employer