



JOB POSTING

West Bloomfield Parks is seeking a full-time Desktop Support Technician to provide direct end user support for desktop hardware, software and peripheral equipment for WB Parks staff in all facilities and remotely. The Technician will also maintain documentation and inventory of these items as well as provide technical training and assistance to all WB Parks Staff. The Technician will be trained by and coordinate closely with West Bloomfield Township Hall IT for computers, email, phones, virus protection, data files and backups.

JOB SUMMARY:

- Bachelor's degree in Information Technology or related fields, preferred not required
- Two or more years of IT support experience
- Municipal experience, preferred not required
- Thorough knowledge of basic computer components and possess the skills necessary to repair or replace them as needed.
- Thorough knowledge of Windows server and desktop operating systems up to 7 and 2008 R2, PC and server hardware and configuration including related peripherals.
- Thorough knowledge of Word, Excel, Power Point, Active Directory, Exchange, IIS.
- Knowledge of Citrix Xen Server, Xen App, Xen Desktop, vmWare, and SAN preferred not required.
- Knowledge of mobile devices including ipads, iphones, Android, and Mobile device management software is preferred not required.

For a complete job description with primary duties and responsibilities, as well as minimum qualifications, go to www.wbparks.org and click on Employment Opportunities.

HOURS: Full Time, Monday-Friday 8:00 a.m. - 4:30 p.m. 40 hours per week with some weekend, morning and evening shifts as required.

ANNUAL SALARY: Starting at \$49,245

TO APPLY: To be considered for this position, **please submit a completed application and resume to:**

West Bloomfield Parks and Recreation Commission
4640 Walnut Lake Road
West Bloomfield, MI 48323
hr@wbparks.org

Blank applications are available at West Bloomfield Parks and Recreation or download a copy online at www.westbloomfieldparks.org.



Recreation Activities Center
4640 Walnut Lake Road
West Bloomfield, MI 48323



www.wbparks.org



info@wbparks.org



248.451.1900

Job Description

Job Title: IT Desktop Support Technician

Department: Administration

FLSA Status: Non-Exempt

Salary Grade: 6

Position Description Summary:

The Desktop Support Technician is responsible for providing direct end user support for desktop hardware, software and peripheral equipment for WB Parks staff in all facilities and remotely. The Technician will maintain documentation and inventory for these items as well as provide training and assistance to WB Parks staff. The Technician will be trained by and coordinate closely with Town Hall IT for computers, email, phones, virus protection, data files and backups.

Working Hours:

Typical work hours are 40 hours per week. Work schedule is Monday through Friday, 8 am - 4:30 pm, with some weekend, morning or evening shifts as required.

Essential Function(s) of the Position:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the level and/or class of this position.

Desktop/Laptop Computer Management:

- Assist users with PC, server, network and software problems and questions in a timely manner.
- Configure and deploy computers and associated peripheral equipment to work efficiently to meet the needs of WB Parks.
- Maintain deployed computers through troubleshooting, repair, and/or replacement. Responsible for coordination of repairs by outside vendors when necessary.
- Package, test, deploy and update software.
- Create and maintain desktop images.
- Perform routine network and PC installation, troubleshoot, maintain and resolve any related problems in a timely manner.

Printer and Peripheral Equipment Support

- Installation and maintenance of network printers and copiers, as well as any peripheral equipment including local printers, scanners, cameras, etc. Responsible for coordination of repairs by outside vendors when necessary.
- Desktop configuration of peripheral devices.
- Perform routine network and PC installation, troubleshoot, maintain and resolve any related problems.

User Account Management

- Perform user account management including user account creation, password resets, and granting/revoking system access including email account administration.

Documentation

- Develop and maintain system documentation.
- Manage inventory, tracking and disposal of all Commission owned IT equipment and software.

Other Duties:

- Act as a liaison with the Township to communicate and resolve all technological issues including servers and internet capabilities.
- Attend Township IT meetings and use Township IT issue reporting.
- Provide training and assistance to staff in usage of computer equipment, Windows Office software, laptops, smartphones, Bluetooth and apps.
- Assist marketing department with website maintenance, accessibility and best practices.
- Proactively, research, identify and recommend new software, system improvements and replacement of equipment as needed.
- Adhere to the Commission guidelines, policies and procedures.
- Other duties as assigned.

Education/Experience/Licenses/Certificates:

- Bachelor's degree in Information Technology or related fields, preferred not required.
- Two or more years of IT support experience.
- Municipal experience, preferred not required.
- First Aid and CPR Certification within six months of hire in date.
- Valid State of Michigan Driver's License.

Knowledge, Skills and Abilities:

- Thorough knowledge of basic computer components and possess the skills necessary to repair or replace them as needed.
- Thorough knowledge of Windows server and desktop operating systems up to 7 and 2008 R2, PC and server hardware and configuration including related peripherals.
- Thorough knowledge of Word, Excel, Power Point, Active Directory, Exchange, IIS.
- Knowledge of Citrix Xen Server, Xen App, Xen Desktop, vmWare, and SAN preferred not required.
- Knowledge of mobile devices including ipads, iphones, Android, and Mobile device management software is preferred not required.
- Strong math skills and an ability to read and comprehend IT diagrams, site plans, complex manuals, instructions, legal documents and legislation.
- Ability to draft correspondence, technical memoranda, manuals and guides for the administration of tasks, procedures and presentations.
- Ability to clearly communicate information and questions related to the position.

- Show knowledge of inventory control for the purpose of ensuring that necessary equipment and replacement parts are always on hand.
- Sound judgment and decision making.
- Respect the confidentiality of Commission, customer and personnel information.
- Maintain cooperative working relationships with supervisors and other staff.
- Demonstrate the ability to tactfully handle difficult situations.
- Utilize appropriate planning, prioritization and time utilization.
- Perform all duties in an independent manner with little supervision.
- Recognize and performs duties that need to be performed although not directly assigned, and assists others as needed.
- Maintain the work area in a neat and orderly manner.
- Ability to operate various pieces of office equipment.
- Must be professional in appearance.

Equipment, Machinery, Tools and Vehicles Used:

Computer equipment, including all forms of computer input and output media. Office equipment, including computer, fax machine, large capacity printer, paper shredders, credit card terminals, hand tools, WB Parks vehicle, hand cart, etc.

Physical Demands:

This position is primarily an office position therefore must be able to sit for long periods of time. Must be able to lift 50 pounds, be able to squat and bend over.

Working Conditions:

Exposure to extreme heat/cold when occasional field time is required. Must be able to work in conditions that may be dirty and/or dusty. Some travel is required to various site locations, offsite meetings, continuing education opportunities and conferences.

Reporting Relationships:

A person in this position will report to the West Bloomfield IT Director and WB Parks Executive Director.

I have reviewed and understand the above job description and believe it to be accurate and complete and that I can successfully fulfill each duty or task. I also agree that Management has the right to change this job description at any time.

Employee Signature

Date

Superintendent Signature

Date

This position description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all duties that may be performed by an employee so classified. Reasonable accommodations may be made to enable

individuals with disabilities to perform the essential functions of this position. This document is not intended to be a contract between the employee and employer.