



City of Canfield

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NOTICE OF CIVIL SERVICE EXAMINATION

The Civil Service Commission of Canfield will be testing for the following position at 7:00 P.M. at the Rotary Community Building, 330 Oak Street, Canfield, Ohio:

November 15, 2023 – 7:00 P.M. – I.T. Technician - \$24.18

A \$20 non-refundable fee to cover costs of the test and administration is required to be submitted with the completed application. Specific information and applications are available and must be returned to the Clerk's Office of the City of Canfield, City Hall, 104 Lisbon Street, Canfield, Ohio from 8:00 A.M. to 4:30 P.M. Applications will be accepted beginning on October 23, 2023. Last day for filing application is Noon on November 9, 2023 For further information, call 330-533-1101.



CLASSIFICATION SPECIFICATION
CITY OF CANFIELD (UPDATED 09/2021)
AN EQUAL OPPORTUNITY EMPLOYER

Class Title: IT TECHNICIAN

REQUIRED QUALIFICATIONS FOR APPOINTMENT

MINIMUM QUALIFICATIONS FOR APPOINTMENT

- Must be a United States Citizen
- Must be at least 21 years of age
- Must have an associate's degree in information technology area from an accredited academic institution or the equivalent experience.
- Must have 1-3 years' experience working in an information systems field, in a Microsoft environment
- Must speak with clear diction and write legibly
- Must speak, read, and write the English language.
- Must possess a valid Ohio driver's license. (Pennsylvania driver's license acceptable)
- Must be able to lift objects of at least 75 pounds
- Must adhere to all personnel policies and confidentiality requirements set forth by the city.
- Must have a professional appearance.

DESIRED QUALIFICATIONS FOR APPOINTMENT

- Bachelor's degree from an accredited academic institution in information systems.
- A history of certifications, including Microsoft Certification, Cisco Certification, VMware or any Virtualization Certifications, and documented training in technology related subjects.
- At least 5 years' experience working in an information systems field, in a Microsoft environment
- Law enforcement or government experience in the areas of law enforcement technology, mutual aid communications, and Ohio governmental records keeping is also desired.

NOTE: PRIOR TO APPOINTMENT, ALL CANDIDATES MUST:

- Prior to appointment, the candidate must authorize a thorough background investigation to be completed by the Chief of Police or his designee, including, but not limited to: driving record, drug screen, computerized voice stress analysis (CVSA), prior employment verification, verification of a valid Ohio driver's license, and other requirements as may be deemed necessary by the City Manager. The results of this investigation will be a factor in all appointment considerations. The probationary period for this position will be six (6) months.

JOB DESCRIPTION

(FACTORS AND CONDITIONS WHICH ARE ESSENTIAL CHARACTERISTICS OF THE POSITION)

The factors and conditions which are essential characteristics of this position are: The IT Technician is under the general supervision of the IT Manager. The IT Technician manages, plans, develops, recommends and performs a variety of routine and assigned tasks designed to maintain and improve the technology services used by the City of Canfield. These tasks include, but are not limited to: database administration, wired and wireless network administration, troubleshoot and work within a virtualized computer environment, data backup system maintenance, IP Camera system maintenance, mobile data device administration, project management, consulting on technology related police investigations, technology planning, technology inventory maintenance, software and hardware installation and troubleshooting, website maintenance and design, IP telephony system, day-to-day requests for assistance, and continued training related to technology systems and services. As well as any other task as assigned by the IT Manager, Chief of Police, or City Manager.

MAJOR RESPONSIBILITIES

Management and development of the information technology aspects of the City of Canfield which require consistent attention and commitment to maintaining and improving the goals of the city. All assigned duties and tasks must be performed in an effective, efficient and timely manner. The IT Technician must support and promote the city's objectives and comply with its directives. Personal conduct and behavior (both on and off duty) must be such that it does not bring disrepute to the city, or unnecessarily endanger the public's trust or confidence in the city or its employees. This position requires a high level of problem-solving ability, initiative, and the ability and willingness to work a majority of the time without direct supervision. All IT decisions shall consistently reflect the city's policies, goals and objectives.

MAJOR DUTIES

Major duties involve, but are not limited to, responding professionally to reasonable requests for service from appropriate city personnel; consultation with department heads; troubleshooting, developing and installing software and efficient operating systems; monitoring network performance and performing network maintenance functions; installing and configuring workstations, laptops, servers, peripherals, and network equipment, including wireless network equipment; project management and assistance; updating and regularly checking performance on all hardware within the city; providing training of personnel on use of technology services; installing and configuring IP telephony systems; and installing cabling; become a certified LEADS (Law Enforcement Automated Data System) administrator; monitor and manage in-house surveillance system; maintenance on door system; assign and configure all cellular devices (such as, but not limited to: cellular phones, air-cards, hot-spots, etc...). The IT Technician is also on call 24/7 for emergency purposes due to any lack of functionality or major power outages.

WORK LOCATIONS AND CONDITIONS

Work locations and conditions vary by activity. The majority of tasks are performed within or around the police department, city administration or public works buildings. Some tasks require heavy lifting, pushing, pulling or carrying heavy loads. Multi-tasking is very important since the IT Technician will be asked to work on several activities at the same time. The IT Technician must also be able to work well in stressful situations as well as dealing with deadlines for most projects. The IT Technician's normal work schedule is Monday – Friday, but may require additional time and/or a schedule adjustment to accommodate operational situations. When needed, the IT Technician may work from home and provide remote support.