



CITY OF SELMA JOB POSTING

POSITION: Information Technology Technician

DEPARTMENT: Information Technology

LOCATION: City of Selma

STATUS/SCHEDULE: Regular, Full-time

OPENING DATE: December 28, 2020

CLOSING DATE: Until Filled

Job Summary

IT Support Technicians are responsible for accomplishing a variety of IT related tasks throughout the City hall. This work includes maintaining, repairing, and troubleshooting desktops, laptops, printers, IP phones and network devices. This is fast paced position requires a candidate with amazing customer service skills and the ability to maintain composure in stressful situations. This position allows for a flexible schedule including Saturdays and evening shifts to support normal business operations.

Duties and Responsibilities

Great customer-facing communications skills; in person, on the phone and via email.

- Flexibility and adaptability to thrive in a fast-paced, highly-demanding, constantly changing environment
- Self-motivated with a strong sense of ownership, urgency and drive
- Strong personal computer troubleshooting and problem resolution skills
- Ability to provide basic hardware and software technical support for Mac and iOS devices
- Hardware focused with experience troubleshooting and repairing printers
- Passionate about electronics and consumer products
- Basic understanding of IP networking
- Basic IP network troubleshooting skills
- Ability to support cases and advocate for the user. “Own” the issue and facilitate technical support from the initial contact to resolution including escalating when necessary

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Proficient in latest technology for IT systems and management.
- Proficient in Microsoft Office Suite or related software.

- Excellent organizational skills and attention to detail.
- Excellent analytical and management skills.
- Excellent interpersonal skills.
- Through understanding of IT and practical applications to support the City of Selma goals.

Credentials and Experience

Associates, Bachelor's degree or least 4years of experience managing an IT department in Computer Science required.

APPLICATIONS INCLUDING YOUR RESUME SHOULD BE SUBMITTED TO THE PERSONNEL DEPARTMENT 222 BROAD STREET SELMA AL 36701

THE CITY OF SELMA IS AN EQUAL OPPORTUNITY EMPLOYER