

**POSITION DESCRIPTION
CITY OF GREENFIELD, INDIANA**

POSITION: Information Technology Technician Level III
DEPARTMENT: Information Technology
WORK SCHEDULE: 8:00 a.m. — 4:00 p.m., M-F
JOB CATEGORY: PAT (Professional, Administrative, Technological)

DATE WRITTEN: May 2022

STATUS: Full-time

DATE REVISED: April 2026

FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The City of Greenfield provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or essential functions of the job unless the accommodation causes an undue hardship.

RESPONIBILITIES:

The Technician Level III is essential to safeguarding the agency's information systems, operational technology, and overall security posture. The role works closely with Technician Level I and Technician Level II to analyze problems and provides technical assistance, support, and advice core infrastructure and to end users' systems. The position will collaborate with the Information Technology Director to ensure all information security priorities are addressed, risks are identified, and protective measures are effectively implemented.

PRIMARY JOB DUTIES:

- Supports the Information Technology Director in coordinating the IT and OT cybersecurity initiatives, data protection policies, incidence response plan and managing the cybersecurity processes.
- Communicate and coordinate with Information Technology Director to maintain environment infrastructure, including, but not limited to, end user devices, servers, networks, security equipment and software.
- Participates in review, evaluation and recommendation of solutions relating to hardware and software acquisitions and/or security updates.
- Maintains awareness of current cyber security threats, technology development and tools through technical forms and web pages.
- Review log file data on various systems monitor system health.
- Maintains currency of knowledge with respect to technology, equipment, applicable laws, regulations, standards and systems.
- Responds to emergencies on 24-hour basis from an off-duty status.

SECONDARY JOB DUTIES:

- Acts as a liaison between end users and the Information Technology Department to communicate problems and viable solutions.
- Support will include phone, email and in person, often traveling to the department to work with the end user and transporting equipment as needed.
- Coordinates, maintains, and inputs applicable records such as, but not limited to, network users, security, and tracking inventory levels of equipment and materials.

- Install structured cabling in inside and outside facilities not limited to cat5e, fiber, multi-conductor communication wiring, power, and conduit.
- Assist in designing, implementing, and supporting wired and wireless networks.
- Communicates with vendor technical staff concerning troubleshooting of vendor products.
- Maintains technical procedures, documentation, operational instructions and/or project or work order status reports.

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time.

I. SKILL REQUIREMENTS:

- Working knowledge of network administration protocols, firewalls, routing and security practices
- Working Knowledge of network operating systems and network management tools/testing equipment and equipment (servers, switches, VOIP, workstations and multiple computer operating systems)
- Experience with cyber security and network security.
- Experience in technical writing and research.
- Experience in troubleshooting and problem-solving.
- Experience administering Microsoft Windows Servers and Workstations, Ubuntu Servers and Workstations, VMware Environment, FreePBX Servers.
- Experience installing and or maintaining security video surveillance systems.
- Experience installing, troubleshooting, and maintaining building security, card access, etc.
- Knowledge of English grammar, spelling, pronunciation, and ability to prepare detailed reports.
- Required to effectively communicate in a courteous and tactful manner with co-workers, other City departments, supervisors, and the public, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.
- Experience in making simple arithmetic calculations, compile, collate, and classify data.
- Required to work in ceilings, ladders, bucket trucks and water towers.
- Maybe required to work outside in poor weather conditions.
- Must be able to occasionally work extended or irregular hours, evenings, and/or weekends, and travel as required.
- Required to maintain confidentiality of, department information and records according to state requirements.
- Will comply with all employer and department policies and work rules.
- Possession of a valid Indiana driver's license with a safe driving record.

II. EDUCATION/EXPERIENCE REQUIREMENTS:

- High school degree or equivalent Diploma or GED
- Bachelor's degree in information technology, computer science or a related field
- 10+ years of experience as an IT specialist or in a technical support, system analysis or network administration role
- Preference given to candidates with the following: MSCE, Network+, Server+, A+, UniFi Wireless Admin(UWA), UniFi Routing, Switching & Cybersecurity Admin (URSCA), MikroTik Certified Network Associate (MTCNA), MikroTik Certified Routing Engineer (MTCRE)

III. PERSONAL WORK RELATIONSHIPS:

- Incumbent reports directly to the Information Technology Director.
- Incumbent maintains frequent contact with co-workers, other City departments, supervisors, and the public for the purpose of explaining and interpreting policies and procedures.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

- Incumbent performs duties in a computer server center and workshop environment, involving sitting for long periods, working in a noisy environment, bending, reaching, keyboarding, close vision, hearing sounds/communication, and depth perception. Incumbent may occasionally work extended hours, evenings and/or weekends, and travel out of town for seminars.
- Exerts up to 50 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull or otherwise move objects, including the human body.
- Employee may be required to work both inside and outside throughout their day. He/she may be exposed to temperatures below 32 degrees and above 100 degrees for periods of more than one hour; Indoors work environment may involve working in tight spaces, exposure to noise, grease, dirt, dust, vehicle fumes, and chemicals
- Incumbent occasionally works extended, evening and/or weekend hours, and serves on 24-hour call for emergencies.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Information Technology Technician III in the Information Technology Department describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes _____ No _____

Applicant/Employee signature

Date

Print or Type Name

**JOB POSTING
CITY OF GREENFIELD, INDIANA**