The Town of Bourne IT Department seeks a qualified candidate for a full-time Computer Technician position. The Computer Technician is responsible for technical work helping with computer, network and information technology needs of Town departments, as well as providing technical support and training to end users.

Qualifications and Education
High School diploma or equivalent, training in computer science or related field; two years technical experience; or any combination of education and experience.

Full/Part Time & Hours & Salary
The position is a LIUNA Unit A - Grade 6, 37.5 hours/week, benefited position with a starting salary of $25.35 an hour.

Closing Date
Initial Deadline: July 29, 2022; Open until filled.

How to Apply
The job description and Town of Bourne job application are available on the Town of Bourne website. For initial consideration, cover letter, resume and job application should be submitted to the Bourne Human Resources Department, 24 Perry Avenue – Room 107, Buzzards Bay, MA, 02532 or electronically at BourneHR@townofbourne.com by Friday, July 29, 2022. Applicants are encouraged to go to www.townofbourne.com/towninfo and click on “Employment Opportunities.” Bourne is an affirmative action, equal opportunity employer.
Position Title: Computer Technician

Statement of Duties

The Computer Technician is responsible for technical work helping with computer, network and information technology needs of Town departments, as well as providing technical support and training to end users; other related work, as required.

Supervision

Work is performed under the general direction of the Information Systems Director; the employee functions independently, referring specific issues to the supervisor only where clarification or interpretation of policy or procedures is required or discussion of a technical matter may be required; judgment is required to provide professional advice and technical expertise in applying standard professional techniques.

Employee has access to town-wide confidential information.

Job Environment

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices.

Errors could result in delay or loss of service, damage to equipment, adverse public relations.

Most work is performed in office conditions; volume of activity fluctuates according to various deadlines and billing schedules; responds to computer, printing, network or scanning hardware malfunctions.

The employee operates standard office equipment, computers and peripherals.

The employee has regular contact with system users to provide instruction and technical assistance.

Position Functions

The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other
functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

1. Helps update Town website information, as needed.
2. Troubleshoots problems relating to computer hardware and software and responds to problems experienced by users; tests and diagnoses problems.
3. Installs hardware to meet network specifications.
4. Installs and updates software; sets up new system users throughout Town departments.
5. Helps ensure that Town bills are sent out.
6. Provides technical support and training to end users in the use of computer programs and information technology.
7. Converts application data for users.
8. Helps with special projects, as directed.
9. Works on special projects, as assigned.
10. Keeps track of IT supplies and equipment to maintain inventory supply.
11. Performs similar or related work as required, or as situation dictates.

Recommended Minimum Qualifications

Physical and Mental Requirements

Employee works in an office setting and is exposed to high places, moving mechanical parts, and risk of electric shock up to 1/3rd of the time. Employee is reach and use hands more than 2/3rd of the time; stand, walk, sit, talk/listen, and use hands up to 2/3rd of the time. Employee frequently lifts up to 30 lbs., and occasionally lifts up to 60 lbs., and seldom up to 100 lbs. Normal vision is required for the position. Equipment used includes automobile, light equipment, office equipment and computers.

Education and Experience

High school diploma; training in computer science or a related field; two years of technical experience or an equivalent combination of education and experience.

Knowledge, Skills and Abilities
A candidate for this position should have:

Knowledge of:

   Computer operating systems, hardware, software and printers; knowledge of computer applications, particularly those for use in local government; knowledge of technical terminology.

Skill in:

   Problem-solving; computers and related software applications; data entry.

Ability to:

   Communicate effectively orally and in writing to provide training and assistance to employees, as well as various vendors; load and upgrade software; prioritize tasks and meet deadlines.