



City of Greenwood – Technician III

Job Title:	Technician III	Job Category:	Non-Exempt
Department/Group:	Information Technology	Job Code:	
Location:	City Center 300 South Madison Ave Greenwood, IN 46142	Travel Required:	YES
Level/Salary Range:	Contingent on Experience	Position Type:	Full Time
HR Contact:	Human Resources Coordinator	Supervisor:	Director of Information Technology
Fax or E-mail: (317) 887-5868 or HR@greenwood.in.gov	Mail: City of Greenwood Attention: Human Resources Department 300 S Madison Avenue Greenwood, IN 46142		
Job Purpose:	Entry level IT position, providing hardware and software support. Technician III assists with educating end users. Provides support to other Technicians and Director as needed.		

Duties and Responsibilities:

- Compliance with the Code of Conduct and Ethics as outlined in the Employee Handbook.
- Installing and maintaining computer, telephone, and other IT hardware and software.
- Responds to Help Desk requests for assistance.
- Attending meetings to assist users with IT equipment during presentations.
- Assists with maintaining the department’s database of assets.
- Documents new and existing installations and systems.
- Leads or assists in the instruction of IT hardware and software procedures to end users.
- Other duties as assigned by the Director.

Job Requirements:

- **Education:** Minimum of High School Diploma or GED. College Degree Preferred.
- **Experience:** Previous work experience is preferred.
- **Skills and Abilities:** Ability to understand and follow oral and written instructions and work alone and with others in a team environment with minimum supervision, prioritize and work on multiple tasks concurrently, and possess a valid Indiana driver’s license. Must have a basic knowledge of hand tools and construction practices. A good working knowledge of Microsoft Windows and Microsoft Office is required.
- **Physical:** Must be able to sit for a long period of time and be able to lift up to 30 pounds. Must be able to climb, squat, crawl, and possibly work in restricted spaces. Must have the ability to differentiate between colors.

By signing, I acknowledge that I have read, understand and will comply with the duties and responsibilities for employment in this position. The City of Greenwood is an “at will” employer and has the right to terminate the employment relationship at any time.

Employee Signature: _____
Date: _____



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Approved By: