

COMMUNICATIONS TECHNICIAN

Position Code: 2521

WC Code: 9410

FLSA Status: Non-Exempt

Pay Grade: 352

Location: Public Information

Approval Date: 2019

General Statement of Duties

Performs difficult professional work supporting the Public Information Office and other Town outlets of media-related information; does related work as required.

Distinguishing Features of the Class

Employees in this class typically work to support the social media presence of the Town including related hardware and software. The employee also supports public information efforts and initiatives. May generate ad hoc reports, develop use documentation and evaluate hardware, software and new technology to make purchase recommendations to management. Work is independently performed under the supervision of the Information Technology Director.

Duties and Responsibilities

Assists all departments and the Public information Office in utilizing existing technologies to better meet marketing needs.

Oversees all aspects of MGTV20 from appliance firmware updates to production and scheduling of programs and creation of static slides to promote town events and initiatives.

Troubleshoots and supports a variety of hardware and software problems.
Installs software and provides support.

Assists in maintaining the Town's internal and external websites.

Assists in growing and maintaining various social networking sites.

Installs, maintains and operates Board Room equipment.

Seeks out new avenues to better serve all Town departments in engaging employees and citizens.

Reviews and makes recommendations for hardware and software purchases.

Performs other tasks as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Thorough knowledge of the operation, uses and capabilities of social media related hardware and software.

Thorough knowledge of the operation, uses and capabilities of personal computer equipment.

Thorough knowledge of personal computer setup, configuration and support.

Thorough knowledge of MAC setup, configuration and support.

Working knowledge of Content Management Systems.

Working knowledge of web servers.

Experience with Adobe Creative Suite or similar software.

General knowledge of word processing, spreadsheet and presentation software.

Some knowledge of general office procedures, practices and equipment.

Ability to understand and follow written and oral instructions.

Ability to install and configure networking hardware and software.

Ability to establish and maintain effective working relationships with officials, department heads, employees, general public and vendors.

Skill in the use of personal computer hardware and software.

Physical Requirements

Must be able to perform the physical life functions of reaching, fingering, pushing, pulling, grasping, talking, hearing and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently and/or constantly.

Must possess the visual acuity to inspect, analyze, and repair computers and other technology.

Minimum Education and Experience

Bachelor's degree from an accredited college or university in Computer Science or a related field and two years computer help desk experience that includes installation and troubleshooting, or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Driver's License