



# CITY OF PAWTUCKET

CITY HALL  
137 ROOSEVELT AVENUE  
PAWTUCKET, RHODE ISLAND 02860

## DIVISION OF PERSONNEL

DONALD R. GREBIEN  
MAYOR

### INTERNAL/EXTERNAL JOB POSTING

#### NOTICE

The City of Pawtucket is posting the following vacancy in Local 3960 AFSCME:

#	DEPT.	DIVISION	JOB TITLE	PAYGRADE SALARY RANGE
2	Finance	Information Technology	Certified Computer Technician	Pay Range: T04- \$41,450.18-\$47,548.93

Scheduled Hours: 8:30 a.m. – 4:30 p.m.

Please submit the following:

- a cover letter;
- resume;
- City of Pawtucket employment application, which can be found at [www.pawtucketri.com](http://www.pawtucketri.com) under employment opportunities;
- Copies of all diplomas, required certifications and licenses.

Please email your entire packet to: [hr@pawtucketri.com](mailto:hr@pawtucketri.com).

#### **MINIMUM REQUIREMENTS:**

- **Associate's Degree** from a technical training in computer support at an accredited vocational/technical school along with three (3) years experience supporting and repairing computers and networking peripherals **OR** a minimum of five (5) years experience supporting and repairing computers and networking peripherals.
- **Computer TIA A+ Certification** is REQUIRED or equivalent experience, and
- **Valid driver's license** and must have your own transportation.

Candidates must meet minimum qualifications as stated in job description

Application Period: July 30, 2020 – Until filled

*The City of Pawtucket is an Equal Opportunity/Affirmative Action employer and fully complies with the American with Disabilities Act.*



## CITY OF PAWTUCKET

### Job Description

**Job Title:** CERTIFIED COMPUTER TECHNICIAN  
**Department:** INFORMATION TECHNOLOGY  
**Reports To:** CHIEF INFORMATION AND INNOVATION OFFICER  
**Pay Grade:** T04  
**Prepared By:** JL  
**Prepared Date:** MARCH 2013  
**Approved By:**  
**Approved Date:**

#### SUMMARY

The Certified Computer Technician is responsible to maintain and repair the computer related systems in a safe and cost effective manner that supports the operational, infrastructural and technical goals of the City of Pawtucket and its schools.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following, and others may be assigned as necessary:

Provide onsite computer/network technical support throughout the City of Pawtucket.

Maintain the entire City's network printing environment.

Provide training for non-technical personnel on a variety of computer issues such as: email, printers, calendars, Microsoft suite applications.

Remain current on available technologies and solutions through periodicals, trade magazines/articles, and technical websites.

Research hardware and software issues and interpret them to solve technical problems.

Will work independently as well as in a team environment.

Will work with a variety of hardware/software platforms and industry standard computer applications.

Ability to effectively communicate and interpret technical issues/concepts to non-technical persons.

Acquiring manufacturer's certification for warranty reimbursement.  
Participate in additional professional development as the need arises.

Ability to effectively communicate with all department personnel in a professional manner and be a team player in a municipal environment.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Demonstrated ability to follow complex written and oral directions in the English language. Ability to read, write and speak English proficiently.
- Satisfactory completion of an appropriate proficiency assessment during the interview process.
- Must have technical problem solving skills

## **EDUCATION and/or EXPERIENCE**

Associates degree from a technical training in computer support at an accredited vocational/technical school along with three years' experience supporting and repairing computers and networking peripherals or a minimum five years' experience supporting and repairing computers and networking peripherals.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret the most complex documents. Ability to read, write and speak English. Ability to respond effectively to the most sensitive inquiries or complaints.

## **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Computer TIA A+ Certification is REQUIRED or equivalent experience.  
Valid driver's license and must have own transportation.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee will be required to stand; walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.