

## Recruitment Profile



# INFORMATION TECHNOLOGY TECHNICIAN DOUGLAS WYOMING



**Our Community is**  
Recognized as the Jackalope Capital of the world. Douglas, Wyoming is located in east central Wyoming in Converse County. Douglas has a diverse economy and a high quality of life grounded in traditional family values. With a population of 6,386, our legacy is rooted in the Oregon Trail pioneers, railroads and, of course, the wild western frontier. That pioneering spirit essential to survive in the old west, still exists.

### Our City:

**Our City** is an attractive, friendly community with a sense of caring, pride and place. **Our City** history and small town values create identity for the present and vision for the future. **Our City** values the contributions of our citizens.

**Our City** invests in our community to create a diversified healthy economy and encourage responsible, progressive development.

**Our City** strives to provide and ensure safety and aesthetically pleasing businesses and homes, and a community to be proud of through current and long range planning for the community.

**Our City** is committed to providing the leadership necessary to meet long-term growth demands while protecting our quality of life.





Douglas sits beside the North Platte River and is only a short distance from the Medicine Bow National Forest and Glendo Reservoir. This beautiful location offers many outdoor recreational opportunities such as hunting, fishing, boating, hiking, camping, and more!

Douglas is located north of Cheyenne and southeast of Casper. An international airport is located one hour away in Casper, Wyoming with direct flight service to Denver, Colorado, and Salt Lake City, Utah.



Douglas operates under a Mayor, Council form of government, consisting of five members, with an appointed City Administrator. The City Administrator provides overall supervision for all city departments including Public Works and Utilities, Police, Community Development, and Finance and Administration.



## Candidate Profile

The Information Technology Technician for the City of Douglas will be a responsible individual who possesses knowledge and experience in modern and complex principles and practices of data processing and computer science. The successful candidate will have technical proficiency in personal computer based systems, local area networks, network hardware, applications, server maintenance and backups, fiber systems, hardware and software.



## Position Description Overview

The Information Technology Technician will perform a wide variety of duties including coordinating the activities and operations of the City's communication and information systems in support of city information resources, needs and objectives. Design, coordinate and implement end-user training and support for all city owned computer and communications equipment.

Major tasks will include:

- Develop and prepare an annual organizational technology plan with budget projections.
- Administer network stations.
- Develop processes and procedures to enhance efficiency and effectiveness of the network.
- Maintain and update the network file and user security.
- Perform maintenance on all computer equipment.
- Research, analyze, evaluate and recommend hardware, software and networking solutions.
- Coordinate and work with other agencies on joint systems.
- Cross train staff on duties.
- Provide technical training to end users.
- Develop step-by-step handbook on all processes.

## Education and Experience

Our system is a VM environment with five physical servers, and 16 virtual servers typically running Microsoft Server 2016, Windows 10 Pro 21H2 OS and Linux OS. The system has Veeam backup controllers, QSAN datastore and an Aberdeen storage array. We operate with a Microsoft Government Cloud tenant which hosts Microsoft Exchange for email, SharePoint, OneDrive and Microsoft Office 365 applications. We have approximately 75 workstations which include desktops, laptops and tablets.

Three to five years direct experience and/or education with an associates or bachelors degree from an accredited college or university with major coursework in computer science or a related field is requested. Combination of experience, certifications and education will be considered.

## Compensation/Benefits

The Information Technology Technician position has a minimum initial wage of \$27.29/Hour. Qualifications and experience will be evaluated.

Current benefits include medical, dental, vision, disability & life insurance; retirement pension plan; paid vacation, sick & holiday leave; and cell phone allowance.

## Application Process

If you are interested in applying for this career opportunity please submit a resume including experience and certifications; a City of Douglas employment application (available on our website at [www.cityofdouglas.org](http://www.cityofdouglas.org)); either electronically or by mail to the contact information listed below.

Applications will be accepted immediately with initial review beginning October 1, 2022.

## Contact Information:

City of Douglas  
Mary Nicol  
Administrative Services Director/Treasurer  
P.O. Box 1030, Douglas, WY 82633  
Ph: (307) 358-3462; Fax: (307) 358-6447  
[mnicol@cityofdouglas.org](mailto:mnicol@cityofdouglas.org)  
Website:  
[www.cityofdouglas.org](http://www.cityofdouglas.org)

The City of Douglas is an EEO/ADA/Drug Free Workplace Employer.

**CITY OF DOUGLAS**

**POSITION SPECIFICATION**

Adopted 4/12/04 for 7/1/04

Modified 5/2022

**TITLE: Information Technology Technician**

**CLASS CODE: 1215**

**GENERAL DESCRIPTION:**

PERFORMS A WIDE VARIETY OF DUTIES INCLUDING COORDINATING THE ACTIVITIES AND OPERATIONS OF THE CITY'S COMMUNICATION AND INFORMATION SYSTEMS IN SUPPORT OF CITY INFORMATION RESOURCES, NEEDS AND OBJECTIVES. DESIGN, COORDINATE AND IMPLEMENT END-USER TRAINING AND SUPPORT FOR ALL CITY OWNED COMPUTER AND COMMUNICATIONS EQUIPMENT. PERFORM ROUTINE MAINTENANCE AND UPGRADES ON ALL EQUIPMENT AS NECESSARY.

(Any position may not include all of the duties listed nor do the listed examples include all tasks that may be found in positions of this classification.)

**SUPERVISION EXERCISED/ACCOUNTABILITY:**

Works under general supervision of the City Administrator.

**MAJOR TASKS:**

Develop and prepare an Organizational Technology Plan, including annual updates and budget projections, for review and approval.

Develop process and procedures designed to enhance efficiency and effectiveness of network and communications operations; resolves complex issues; participates in needs analysis with department directors and city administrator; facilitates alternative solutions to Information Technology/Communications problems.

Administer network stations. Install, maintain, and administrate all City servers, network, software, and hardware; network cabling; personal computers and other related equipment, devices, and systems. Adds or upgrade and configure as need determined. Completes various software and hardware projects involving multiple complex computer and server functionality software programs.

Maintain and update the network file and user security systems.

Perform maintenance and repairs on all City computer hardware including backup, recovery, and equipment cleaning.

Respond to and resolve difficult inquiries and complaints. Investigate user, software, and computer problems, identify their source, determine possible solutions, test and implement solutions. Monitor operational performance and troubleshoot system problems. Isolate the

cause of system failures.

Keeps abreast of Federal and State laws, regulations, court decisions and other actions impacting information technology and keeps abreast of new trends and innovations in the field of information systems; research products and enhancements and their applicability to City needs.

Research, analyze and evaluate technology, including hardware, software, and networking solutions. Evaluate and make recommendations for the purchase of computers, network hardware, peripheral equipment, software and other electronic office equipment hardware.

Assist in installation, support and integration of network hardware, operating systems, and applications.

Work with Converse County IT on Converse County Joint Justice systems.

Develop and step-by-step handbook on all processes.

Cross-train key staff in each department on essential IT duties. Provide technical training to end users.

Participates in the review, development, and implementation of new or revised programs, systems, procedures reports and methods of operation. Provides recommendations for improving operational efficiency throughout the city; makes presentations to City Council or other Boards and Commissions.

Variety of assignments within departments; special projects may include conducting community surveys; conducting research; preparing manuals and reports.

#### **MINOR TASKS:**

Maintenance of the City's Web site.

Interact and communicate with various outside support and sales organizations.

Train end-users on computer hardware/software and other electronic office equipment.

Ability to track time spent on individual projects and/or departments.

Learn and support new systems and applications.

Maintain user groups.

Other duties as assigned.

#### **KNOWLEDGE AREAS:**

Modern and complex principles and practices of data processing and computer science.

Knowledge and understanding of local government operations and services.

Knowledge and technical proficiency in personal computer-based systems, local area networks, network hardware, applications, server maintenance and backups, fiber systems, hardware/software. Knowledge of physical installation of networks. Knowledge of customer service skills when dealing with the public.

At a minimum, knowledge of or the ability to learn, Spillman FLEX, Command Solutions, Spillman Mobile, Mobile Data Terminals, Crystal Reports, Watchguard, Taser Deployments, BEAST, Caselle Clarity, Laserfiche, Microsoft Office, Fuel Master, and ESRI.

**EXPERIENCE, SKILLS/ABILITY/CERTIFICATIONS AREAS:**

Experience with Cisco ASA; VM environments; Watchguard firewall; Microsoft Server 2016, Linux, and Windows 10 Pro operating system; Veeam backup controller; Aberdeen storage array; and Microsoft Government Cloud tenant.

Skill in set-up, operation and troubleshooting of computer systems. Ability to communicate effectively both verbally and in writing; ability to establish and maintain interpersonal relationships with employees.

Organize resources and establish priorities.

Operate modern office equipment.

Project management.

**SPECIAL CONDITIONS OF WORK:**

None.

**LEGAL REQUIREMENTS:**

Valid Class C Wyoming Driver's License.

**RECOMMENDED PREPARATION FOR EMPLOYMENT:**

Associates or bachelor's degree from an accredited college or university with major coursework in computer science or a related field required, or equivalent training and coursework. Must have 3 to 5 years related experience or a combination of education and experience.