CITY OF FLORIDA CITY
GATEWAY TO THE FLORIDA KEYS AND THE EVERGLADES

POSITION TITLE: INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN
REPORTS TO: IT MANAGER/DIRECTOR/ CITY MANAGER
OPENING DATE: 01/30/2026   CLOSING DATE: 02/12/2026
SALARY: DOQ   FLSA STATUS: NON-EXEMPT
EMPLOYMENT TYPE: FULL TIME
DFWP/ EOE

Job Summary

Under the direction of the IT Manager, the IT Support Technician provides day-to-day, hands-on technical support for City Hall staff and municipal facilities. This position focuses on end-user support, routine troubleshooting, and implementation of established IT procedures. The IT Support Technician does not perform managerial, strategic, budgeting, policy-making, or system-architecture responsibilities, and does not supervise staff.

Essential Duties and Responsibilities

- Provide first-line technical support for desktops, laptops, printers, mobile devices, and peripherals.
- Troubleshoot routine hardware, software, and connectivity issues using established procedures.
- Support Windows operating systems, Microsoft 365, email, and standard productivity software.
- Assist users with municipal applications (e.g., Tyler Technologies products, TraKit, or similar systems); experience with these systems is a plus.
- Perform user account assistance such as password resets and access requests, following approvals and security protocols established by the IT Manager.
- Assist with secure email usage, email retention, and archiving by carrying out defined processes (does not establish retention policies).
- Install and configure workstations, software, and peripheral equipment as directed.
- Perform basic network troubleshooting and escalate complex network or infrastructure issues to the IT Manager or vendors.
- Assist with website content updates and report ADA accessibility issues; does not set web standards or compliance policies.
- Carry out cybersecurity-related tasks such as applying updates, monitoring endpoint protection alerts, and reporting suspicious activity; does not design or manage cybersecurity programs.
- Maintain IT equipment inventory and documentation.
- Document service requests, resolutions, and procedures.
- Coordinate with vendors only as directed; does not negotiate contracts or manage vendor relationships.
- Provide professional, courteous customer service to City employees and officials.
- Perform other related duties as assigned.

Knowledge, Skills, and Abilities

- Working knowledge of computer hardware, operating systems, and standard business applications.
- Basic understanding of networking, cybersecurity principles, and data protection sufficient to support established systems.
- Ability to follow documented procedures, standards, and security requirements set by the IT Manager.
- Ability to troubleshoot technical issues and escalate complex or systemic problems appropriately.
- Strong customer service skills and the ability to communicate technical information clearly to non-technical users.
- Ability to read, write, and communicate effectively in English.

Education and Experience

- Associate degree in Information Technology, Computer Science, or a related field, or equivalent combination of education and experience.
- One (1) to three (3) years of IT technical support or help desk experience preferred.
- Experience in a municipal or government environment is a plus.

Physical and Sensory Requirements

- Ability to sit or stand for extended periods and work at a computer monitor.
- Ability to lift and move IT equipment (up to approximately 30–40 pounds).
- Ability to use eyesight and manual dexterity to operate a computer, troubleshoot equipment, and read screens and documentation.

Work Environment

Work is performed primarily in an office environment with occasional work in server rooms or other City facilities. Some after-hours or emergency support may be required.

This job description is not intended to be all-inclusive and may be modified as operational needs require.