

# City of Peru

## Job Description

**Job Title:** Information Technology (IT) Help Desk Technician

**Department:** Information Technology (IT)

**Reports to:** Director of IT

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**JOB SUMMARY:** Assisting the IT Director with the City's information technology (IT) operations, ensuring the department provides efficient and effective technical support service. Is ready for a different task every day and can resolve IT-related complications.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Maintain the City's IT environment.
- Respond to help desk requests, documenting all progress within the ticketing system.
- Troubleshoot system and network complications.
- Install and configure various computer systems and network hardware.
- Contribute to end-user training and documentation.
- Provide support in the rollout of new City projects and initiatives.
- Daily tasks such as onboarding new users, password resets, decommissioning, and recycling old systems.
- Participate in an on-call rotation.

### **QUALIFICATIONS AND SKILLS:**

- Bachelor's Degree or equivalent combination of education and experience required.
- IT certifications preferred.
- Knowledge of Windows environment and Active Directory required. Two years or more experience preferred.

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- Knowledge of basic networking concepts required. Two or more years of network administration preferred.
- Experience with Help Desk operations.
- Knowledge of printers, copiers, and phone systems preferred
- Knowledge of IT industry and cybersecurity best practices.

**PHYSICAL QUALIFICATIONS:**

- Must be able to perform the physical activities of this position that will include climbing, reaching, standing, lifting, and performing repetitive motions
- Must be able for lift a minimum of 50 pounds occasionally and a maximum of 20 pounds frequently.

The essential duties and responsibilities reflect the general details necessary to describe the principal functions of the job identified and shall not be construed as a detailed description of all the work requirements inherent in the job. Other work will be assigned to utilize scheduled time fully or to meet exceptional conditions.