# GLASTONBURY FIRE DEPARTMENT

## STANDARD OPERATING GUIDELINES

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| SOG NUMBER: PER-113 | ISSUED DATE: 12-22-21 | EFFECTIVE DATE: 12-22-21 |
| REVISION #: 0 | REVISED DATE: | EFFECTIVE DATE: |

CATEGORY: PERSONNEL

SUB-CATEGORY: JOB DESCRIPTION

SUBJECT: COMPUTER TECHNICIAN

RELATED GUIDELINE: PER-001

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## Section I – Introduction

A.  Objectives

To identify the job description associated with the position of Computer Technician, which shall include the essential job functions, additional job functions, knowledge, skills, abilities, duties and the physical and mental effort along with environmental conditions.

The Computer Technician will complete these duties in accordance to the Town of Glastonbury Fire Department's mission statement, and its core values of Commitment, Respect and Integrity.

B.  Applicability

The job description is an outline of the roles and responsibility of a Computer Technician within the Glastonbury Fire Department. The Computer Technician will be responsible to the Fire Chief or their designee and must have three (3) full years of experience/service with the Glastonbury Fire Department.

C.  Reference

None

## Section II - General Description

A Computer Technician, in conjunction with the Town of Glastonbury's Information Technology Department will provide routine maintenance and upgrade to all of the Department computer and software systems.

## Section III - Essential Job Functions:

The Computer Technician responsibilities shall include, but are not limited to the following:

- Overseeing the maintenance of all Department computer equipment.
- Ensuring that the Department's software and programs are up to date.
- Keeping a record of all computer related equipment.

- Sending equipment to the Town's Information Technology Department when major repairs are required.
- Possess and able to demonstrate strong interpersonal skills, able to work in harmony with others in a professional manner.
- Considerable initiative and imagination.

## Section IV - Additional Job Functions:

Additional job functions shall include, but are not limited to the following:

- Review and make software and computer upgrade recommendations.
- Inspect and perform light maintenance on all Department computer equipment and software products.
- Perform other duties as assigned.

## Section V – Knowledge, Skills and Abilities

- Ability to detect problems, analyze situations, recommend and implement solutions to problems.
- Ability to understand, interpret, properly apply and follow guidelines, and to follow detailed instructions, both verbal and written.
- Ability to perform routine maintenance to Department's computer equipment.
- Demonstrate quality oral, written and electronic communication skills.
- Ability to accept responsibility.

## Section VII – Physical and Mental Effort along with Environmental Conditions

A Computer Technician will be expected to:

- Perform a variety of tasks, including lifting heavy objects, on slippery, hazardous surfaces.
- Ability to lift 50 pounds frequently and 75 pounds occasionally.

NOTE: The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility. Incumbent must be able to perform Essential Duties with or without reasonable accommodation.

## Section VIII – Approval

Fire Chief _____          Date of Approval __12-22-21__