

Job Title: IT and Web Support Technician

Position Overview:

The IT and Web Support Technician is responsible for providing day-to-day technical assistance to township staff and maintaining the township's website and digital presence. This position works closely with internal departments and external service providers to ensure technology tools are functioning properly, secure, and aligned with the township's operational goals.

Notes:

- This position is envisioned to be approximately 10 hours per week. It is possible that this position might be combined with another opening in the Township for a Broadband manager to make an approximately half-time position.
- Core infrastructure support for servers and phone systems is provided by a third-party vendor. This role focuses on end-user support, software, website maintenance, and vendor coordination.

Key Responsibilities:

User Support & Technology Coordination

- Provide frontline IT support for desktop/laptop computers, printers, and basic networking issues.
- Install and maintain approved software applications.
- Troubleshoot problems with email, office applications, remote access, and file sharing.
- Set up and manage user accounts, permissions, and hardware for new employees.
- Coordinate with third-party contractors for escalated issues related to servers, VoIP phones, and advanced user and infrastructure needs.

Website & Online Services

- Update and maintain the township website with current events, public notices, meeting agendas, minutes, and announcements.
- Coordinate with host service to ensure website accessibility, responsiveness, and compliance with relevant municipal standards.
- Oversight of all audio/video resources, including video conferencing.

Security & Maintenance

- Ensure compliance with township IT policies and cybersecurity best practices.
- Perform routine maintenance and updates on workstations and software.
- Coordinate with vendors to ensure data backups, antivirus, and system updates are functioning.

Documentation & Reporting

- Maintain an inventory of IT assets (hardware and software).
- Document technical procedures and user guides for staff.
- Provide regular reports or status updates to the Township Supervisor.

Qualifications:

- Associate degree in Information Technology, Computer Science, related field or equivalent experience.
- 2+ years of experience in desktop support, help desk, or web content management.
- Familiarity with Windows environments, Office 365, and website CMS (e.g., WordPress, Elementor)
- Understanding of municipal or public-sector IT requirements is a plus.
- Strong interpersonal and communication skills.

Preferred Skills:

- Experience working with government CMS platforms.
- Basic knowledge of HTML/CSS and digital accessibility standards.
- Ability to work independently and manage multiple priorities.

Work Environment:

- Primarily on-site at township facilities.
- May require occasional evening or weekend availability for emergencies or public meetings.