



City of Ankeny Iowa IT Technician

SALARY	\$35.15 - \$47.16 Hourly \$73,102.00 - \$98,103.00 Annually	LOCATION	410 W 1st St, Ankeny
JOB TYPE	Full Time	JOB NUMBER	00659
DEPARTMENT	Information Technology Department	OPENING DATE	09/29/2025
CLOSING DATE	10/19/2025 11:59 PM Central		

Function

The City of Ankeny is accepting applications for a fulltime IT Technician in our IT Department. This position works under supervision to assist staff with operation of information technology systems, resolve problems and correct errors related to these systems.

The starting salary is **\$35.15 - \$40.68 per hour depending on relevant experience**, with an excellent benefit package.
Hours: Monday - Friday, 8:00 AM - 5:00 PM (this is an on-site position based in Ankeny, IA).

The City of Ankeny offers a comprehensive benefits package including:

Vacation and Sick Leave
Personal Leave
Nine (9) Paid Holidays
Health/Dental/Life/LTD Insurance
Wellness Programs and Incentives
Tuition Reimbursement and Continuing Education Programs
Public Service Student Loan Forgiveness
Benet Defined Benefits Pension Plan Through IPERS
Deferred Compensation Plan
Voluntary Insurance Benefit Options
Longevity Pay

Deadline to apply is Sunday, October 19, 2025. Please apply online at www.AnkenyIowa.gov/jobs. Interested candidates must complete an application online and attach a current resume and cover letter. Pre-employment drug screen and background check required.

To advance in the hiring process, you must pass a basic skills exam to be administered to all qualified applicants. Additional information will be emailed on Monday, October 20, 2025. Check your email (and junk email) for testing information. Contact HR if you do not receive the testing information on 10/20/25.

Principal Duties and Responsibilities

- Provides support in desktop administration duties including maintaining computer hardware, user software programs, and work with vendor client support

- Troubleshoots computer hardware, software, and security issues then implements solutions
- Handles computer support requests from staff, answers questions, and provides assistance as needed on hardware and software related to workstations and VoIP operations
- Documents repairs and procedures for client computers
- Maintains and updates computer documentation, keeps inventory documentation current
- Purchases new desktop computers, laptops, tablets, desktop components and replacement parts
- Configures, images, deploys, repairs, and maintains staff computers, peripheral devices, and software applications
- Supports specialized Police department and Fire department mobile data computers, tablets, and mobile in car video
- Supports public network Library patron desktop computer deployments
- Communicates and interacts as needed with staff and support vendors
- Participates in training, workshops, and programs relevant to duties
- Inspects and keeps computer areas clean, organized, and in good working order at all locations
- Assists with client computer printing, network connectivity, and hardware device support
- Installs and configures Microsoft Windows desktop operating system, tests patches, security fixes, and service packs to MS OS and applications

Entry Requirements and Skills

Graduation from a technical school, accredited college or university with a degree in the computer field, or a degree in a closely related field and three years' work experience in supporting computer systems is preferred. Additional technical certifications are beneficial.

Knowledge of standard office procedures and familiarity with current Windows desktop operating system including installing, troubleshooting, and configuring a computer. Ability to understand and carry out oral and written instructions as well as departmental policies and routines; ability to establish and maintain effective working relationships with fellow workers, vendors and the public.

Strong organizational and documentation skills.

WORK ENVIRONMENT:

- Works in office and non-office environments.
- Performs physical labor moving and installing computer equipment.
- Must keep regular and reliable attendance at work.

PHYSICAL REQUIREMENTS:

- Must be sighted.
- Must be able to hear a normal conversation.
- Must be able to speak clearly at normal rate of conversation.
- Must be able to lift computers, monitors, printers, and related computer components.

Employer

City of Ankeny Iowa

Address

410 West 1st St

Ankeny, Iowa, 50023-1557

Phone

515-965-6400

Website

<http://www.ankenyiowa.gov>

IT Technician Supplemental Questionnaire

*QUESTION 1

Please choose what best describes your college education.

- ☐ Bachelor Degree
- ☐ Associates Degree
- ☐ Master Degree
- ☐ None

*QUESTION 2

What major is your degree?

*QUESTION 3

Please list the technical certifications you possess. If none, enter N/A

*QUESTION 4

How many years of fulltime work experience do you have supporting computer systems?

*QUESTION 5

Check on the following tasks that you have professional work experience completing.

- ☐ Installing Windows desktop operating system
- ☐ Troubleshooting
- ☐ Configuring a computer

*QUESTION 6

Do you currently possess a driver's license?

- ☐ Yes
- ☐ No

* Required Question