City of Waukee
IT Technician

SALARY	$29.83 - $33.55 Hourly	**LOCATION**	Waukee, IA
JOB TYPE	Full-Time	**JOB NUMBER**	2026-00008
DEPARTMENT	Technology Services	**OPENING DATE**	03/10/2026
CLOSING DATE	3/24/2026 4:00 PM Central		

JOB PURPOSE

The City of Waukee is seeking an experienced IT Technician to provide technical support and assistance to City staff in the use of technology, ensuring continuity of business through prompt resolutions of incidents and service requests. Promote the effective and efficient use of technology throughout the organization with a focus on end-user support, managing ticket queues, and escalating issues as needed.

ESSENTIAL FUNCTIONS & SUCCESS FACTORS

ESSENTIAL FUNCTIONS:

(Order of Essential Functions does not indicate importance of functions.)

- Provide technical support for end-user devices and software, managing and resolving incidents and service requests in a timely manner
- Escalate complex technical issues to appropriate IT staff or vendors.
- Create and maintain a knowledge base of solutions and canned text or common issues.
- Assist in user training and onboarding/offboarding processes.
- Assist with projects such as computer refresh and public safety technology setup.
- Maintain accurate inventory of IT assets.
- Perform other duties or assume other responsibilities as apparent or assigned.

SUCCESS FACTORS:

- Effectively manage workload in a dynamic environment, demonstrating sound time-management skills and adaptability.
- Be a proactive and self-directed learner, displaying a willingness to listen and learn.
- Display strong analytical skills.
- Actively support cooperation, communication, and collaboration among departments, staff and the community.
- Able to install and troubleshoot computing and electronic equipment and train end users on the use of software and applications.
- Able to communicate technical information, both verbally and written, to staff in a non-technical manner.
- Continually improve skills and knowledge, seeking opportunities for professional growth.
- Be attentive to the City's standards for customer service, accuracy, quality, efficiency and all City policies and procedures ensuring that all work performed meets those standards.
- Continuously improve skills and knowledge to keep up with the ever-changing IT industry. Seek opportunities to automate tasks and processes to improve efficiency and productivity.

QUALIFICATIONS

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- Associate's degree or technical certification in computer science or a related field or one year work experience in a technical role required.
- NCIC Certification within six (6) months of employment.
- Must possess a valid Iowa Driver license and meet the requirements of the City's motor vehicle policy.
- Access to transportation with insurance at required state levels to conduct business throughout the assigned area.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS

PHYSICAL REQUIREMENTS:

- Able to effectively present information and respond to questions from groups of directors, staff, developers, contractors, colleagues, elected officials and the general public.
- Able to lift, carry, push and pull up to 50 pounds occasionally.
- Able to maneuver under furniture and in tight spaces to complete installs and to troubleshoot.
- Able to function productively in a standard office environment, accessing cabinets, shelving, work areas and office equipment.
- Able to sit for long periods of time and to maintain focus on projects on a computer screen.
- Must be able to effectively communicate orally (in person and over the telephone) and in writing (using electronic devices and handwritten) in English with other employees, businesses and community members.

WORKING CONDITIONS:

- Climate controlled office with hazards typical to that environment.
- Occasional outdoor work may be required.
- Position requires travel within and outside of the City which imposes common travel hazards.
- Standard work hours will be Monday-Friday 7:00AM – 3:30PM with additional hours including days, evenings, overnights, and weekends as required.
- To successfully fulfill the essential functions of this position, employee must maintain standard work hours within Waukee IT Department.
- There is no residency requirement for this position.

Employer

City of Waukee

Address

236 W. Hickman Rd

Waukee, Iowa, 50263

Website

https://www.waukee.org/