

City of Lake City, FL

Classification Description

Classification Title: IT SYSTEMS SPECIALIST
Department: IT

Pay Grade: ~~12~~ 5
FLSA Status: Non-Exempt

General Description

This is a technical position that oversees the City of Lake City's computers and computer networks; including hardware, software, and all configurations. Assists with the management of the local area network (LAN), the wide area network (WAN), and the intranet/internet systems. Problems encountered are routine to highly complex in nature. Work performed with wide latitude for the exercise of independent judgment and action.

Nature of Work

Essential Functions:

- Assist with definition and maintenance of physical network architecture and infrastructure including TCP/IP addressing, communication lines, routers and switches.
- Configure and optimize network servers.
- Analyze network workload and monitor performance.
- Develop and implement backup and recovery procedures.
- Assist with installation, testing, maintenance and upgrade of network operating systems software.
- Install and configure new personal computers, printer, displays and software.
- Diagnose and document hardware and software problems via telephone and on-site visits— includes managing the problem resolution from start to finish.
- Research and produce written analysis for new hardware/software purchases for best price, best fit for application, best vendor, etc. for all agencies and departments that use Information Technology services. Assist with vendor negotiations if requested by other agency or department.
- Educate City of Lake City employees in the efficient and effective use of computer hardware and software.
- Assist IT Help Desk Technicians in any escalated support requests and help educate on problem resolution.
- Assist with network support to users on Windows and Microsoft Exchange servers in regard to system administration and communication issues.

- Configure and install virtual private network (VPN) connections for outside users through the City of Lake City's firewall.
- Use problem-solving skills to fix immediate hardware/software problems as well as to define long-term problem solutions.
- Coordinate with Director of Information Technology on a daily basis to provide maximum computer support coverage to the City of Lake City.
- Update City of Lake City computer documentation manuals under the direction of the Director of Information Technology.
- Regularly work with software installed on City of Lake City personal computers, including software used by the City's geographic information systems (GIS) and City's E-911 system for addressing, to maintain a software proficiency to provide software support.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform all duties as assigned.)

KNOWLEDGE, SKILLS, AND ABILITIES

Equipment: Extensive knowledge of LAN/WAN technology, software and operating systems. Strong trouble-shooting and problem solving skills. Ability to manage and supervise vendors and projects. Ability to work effectively and accurately under pressure and to work in continually changing environments. Demonstrated ability to work with computer users in an effective and productive manner. Proven ability to keep track of multiple tasks and projects at once.

Critical Skills/ Expertise: All employees must possess knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks. The abilities expected of all employees include being able to respond to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with stated policies, be appropriate groomed and attired so as to present a professional image in accordance with the organization's mission, goals, and policies; report for work promptly and properly prepared at the time and place required by the assignment or orders; notify the appropriate supervisor of intended absences in accordance with stated rules; conform with standards and rules regarding use of accrued time; demonstrate a polite, helpful, courteous, and professional image when engaged in any activity with the public; operate and care for equipment to manufacturer's specifications and/or within the specified parameters and in accordance with policies; demonstrate an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public and colleagues. Critical skills/expertise identified for this job includes:

- Knowledge of business English which includes the ability to read, spell, comprehend instructions, and correspondence to perform daily activities;
- Ability to communicate affectivity which being able to generate professional business correspondence, presenting information in one-on-one and small group situations to customers, City employees and other agencies;
- Proficient in desktop computer configuration and network environments with good diagnostic and troubleshooting abilities;

IT SYSTEMS SPECIALIST

- Familiar with network protocols and network components;
- Experience configuring network client software including Windows XP, Windows NT/2000, and Windows Server;
- Experience in MS Office applications and their integration with other application systems;
- Ability to physically install desktop computers, printers, and other computer equipment throughout City departments;
- Ability to relate instructions and answer questions in non-technical terms to address individuals on their level;
- Ability to provide organized and informative direction to users;
- Effectively utilizes time to perform multiple tasks concurrently and meet established deadlines;
- Ability to read and comprehend technical and business material to stay abreast of technology trends and changes;
- Strong organization skills to effectively utilize time to perform multiple tasks concurrently and meet established deadlines;
- Relies on experience and judgment to perform the functions of the job and to plan and accomplish goals;
- Works under general supervision with a certain degree of creativity and latitude expected;
- Ability to learn new methods, procedures, and operations;
- Ability to communicate effectively, orally and in writing and convey ideas persuasively in a concise, organized, and professional manner; and
- Possesses good teamwork skills.

Minimum Qualifications: Graduation from an accredited four-year college or technical school with Bachelor's Degree with major coursework in system administration or computer technology or has equivalent extensive work experience. Minimum five years experience and technical training on networks and computer systems preferred. Relevant Microsoft and Cisco certifications preferred. An equivalent combination of training and professional experience may substitute for educational requirements. Must be able to obtain a FCIC/NCIC security certification.

ESSENTIAL PHYSICAL SKILLS

- Sitting, standing, walking, stooping, bending, kneeling, pushing, pulling, reaching, crawling, climbing, handling objects, talking and hearing
- Must possess hand-eye coordination and fine manipulation skills are necessary to operate computers and various office machines
- The employee may occasionally lift/carry and/or moves up to 50 pounds
- Employee must have ability to access file cabinets for filing and retrieval of data, the ability to access, input, and retrieves information from a computer and to sit at a desk and view a display screen for extended periods of time
- Specific vision abilities required by this job include close vision for data entry and reading correspondence, and peripheral vision to be able to greet public as they enter the office

Environmental Conditions:

- Works inside in an office environment

SELECTION GUIDELINES: Formal application, rating of education and experience; oral interview and

IT SYSTEMS SPECIALIST

reference check; job related tests might be required. The job description does not constitute an employment agreement with the employer, and requirements of the job may change. By signing below, I am indicating I have read and concur with the above description of my job.

Name: _____ Date: _____

Signature: _____