Information Technology Specialist II Job Description

 The Information Technology Specialist II is under the direction of the Information Technology Director and evaluates, recommends, acquires, and installs hardware and software; coordinates service, installation, and maintenance by vendors; and is a point of contact for vendors, City staff, and others experiencing technological issues. IT Specialist II is also considered the website administrator for the City of Manor.

Reports to:
IT Director

Hourly Rate:
$29.37

Exempt:
No

Essential Functions:
NOTE: Regular attendance is considered an Essential Function for this position.

Duties include, but are not limited, to:
- Supports City staff and departments in using personal computers, telecommunication, and network hardware and software; troubleshoots hardware and software problems; installs computer, telecommunication, and network hardware and software.
- Assist in developing and implementing a comprehensive computer, telecommunication, and network maintenance program.
- Assists in coordinating information systems activities, including upgrades, network use, shared databases, systems services, and maintenance.
- Analyze information system needs; make recommendations for acquisitions, modifications, and applications on a project, department, or staff basis.
- Trains City staff in using information systems applications; recommends training programs for specific applications.
- Assist in the coordination of City information systems applications with outside sources.
- Maintains accurate records and documentation; prepares reports as required.
- Maintains an inventory of surplus equipment and supplies; disposes of surplus equipment and supplies following established City policies and procedures.
- Research, compile, and analyze complex data and problems; provide technical and administrative reports; prepare written correspondence as necessary; provide periodic reports on activities; attend departmental, interdepartmental, project, and user group meetings as required.
- Performs related work as assigned.
- Keep web page content and links up to date.
- Find and fix web page problems.

- Experience with Windows operating systems 7 through 11 and Apple MacOS.
- Train website users and teach other staff to maintain their departmental sites.
- Maintain and update the website to stay current with internet standards and regulations.
- Optimize web pages for search engines and links.
- Create and document guidelines for website contributors.
- Test and track site performance to ensure it meets planned functionality.

Qualification Requirements:
- Knowledge of computers, telecommunication, and network systems and their business applications; trends in information systems technologies relative to City business applications; software applications for business usage; methods, tools, and techniques of systems hardware and software evaluation, implementation, documentation, troubleshooting, and repair.
- Knowledge of principles and practices of records management and data storage and retrieval.
- Knowledge of laws and regulations governing computer systems usage and operation.
- Skill in installing, maintaining, and operating personal and minicomputers, networks, and associated software; troubleshooting and determining hardware and software problems.
- Typical administrative practices and processes associated with local government offices or functions or possess the ability to acquire and put such knowledge into practice.
- General computer operations, specifically familiarity with Microsoft Office365 software.
- Office machines include scanners, printers, computers, copiers, fax machines, and office practices and procedures.
- Able to maintain a pleasant and courteous demeanor working in a fast-paced environment.
- Establish and maintain an effective working relationship with all levels of management, City officials, vendors, other employees, and the public.
- Communicate effectively in person, by telephone, and by e-mail with all levels of management, City officials, vendors, other employees, and the public.
- Meet deadlines and perform multiple tasks under pressure
- Effectively respond to a stressful or high-pressure environment.
- Work in a multitasking environment.
- Basic ability to read and requires the basic knowledge of grammar and spelling.
- Basic math to calculate fees and work hours, sufficient math to complete reports, and basic bookkeeping skills.
- Able to perform multiple tasks efficiently and apply knowledge of procedures to fulfill essential job duties.
- Ability to organize, prioritize, and do office work with minimal supervision.
- Maintain a professional appearance and attire.

Education/Experience Required:
- High School diploma/GED required.
- Two (2) years of experience in computer science or any equivalent combination of education, training, and knowledge that demonstrates the ability to perform the position's duties.
- Must be able to pass a background investigation and criminal history check.
- CompTIA A+ certification within six (6) months of employment.
- CompTIA Security + certification within the first year of employment.
- Comp TIA Network+ certification with the first year of employment.

Other Requirements:
- Valid Texas Class C Driver's License with a satisfactory driving record, as defined by City policy.
- Proof of citizenship and/or eligibility to legally work in the United States.
- Must submit to and pass a pre-employment drug test.

Preferred Certification:
- First Aid and CPR/AED

Supervisory Responsibilities:
No

Working Conditions:
The work conditions described here are representative of those encountered by an employee while performing the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform basic functions.
- A portion of work occurs outdoors in extreme temperatures, including heat, cold, temperature swings, and inclement weather. Subject to sunburn and other sun exposure-related incidents.
- May include flexible hours, including weekends, holidays, and some after-hours work or overtime work in response to emergencies and On-Call rotation.
- Stressful situations are inherent to this position.
- Work may occasionally require travel, including overnight stays, involving training and conducting City business.

Physical Requirements:
The physical requirements described here represent those that an employee must meet to perform the essential functions of this position successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.
- Must be able to sit or stand for long periods answering phones, performing keyboarding, computer work, and other administrative work.
- Must possess general manual dexterity to operate computers and office machines, perform filing or other office functions, and reach with hands or arms.
- Must be able to move about the office, bend or stoop, crawl in narrow crawl spaces, work in tight/cramp spaces, and use stepstools and step-ladders to store and retrieve items of various sizes, shapes, and forms weighing up to 50 pounds.
- Must discern wire colors and see small text and number labels on wiring and circuitry.
- Must be able to handle stressful situations.
- Must possess mental acuity for attention to accuracy and detail.
- Must hear in the normal audio range with or without correction.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

This description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.

This job description is subject to change at any time.

City of Manor is committed to compliance with the American Disabilities Act & Accommodations Act. If you require reasonable accommodation during the application process or have a question regarding an essential job function, please contact the Human Resources Department at (512) 272-5555.

The City of Manor is an Equal Opportunity Employer

Employee Name: _____ Date: _____

HR Director : _____ Date: _____