

IT Specialist I, II, and III

DEPARTMENT: Administration
DIVISION: Finance
SUPERVISOR: Finance Director
CLASSIFICATION: Non-Exempt (overtime eligible)
UNION: No
CONFIDENTIAL: Yes



POSITION SUMMARY

The Information Technology (IT) Specialist's role is to perform technical and administrative work on the City's technology infrastructure, design, develop, and launch efficient information systems and operations systems in support of core organizational functions. Provides support to internal and external users. Identify opportunities for upgrades, service additions, and ongoing maintenance needs.

SUPERVISION RECEIVED

Works under the general supervision of the Finance Director.

SUPERVISION EXERCISED

No supervision exercised.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following, but are not limited to:

IT Specialist I, II, and III

- Provides confidential support to administration to help maintain and oversee the City's technology infrastructure.
- Ability to discern confidential information.
- Maintains a positive relationship with supervisors, fellow employees, and vendors.
- Contributes to a positive work environment.
- Develops and maintains technical documentation that is reviewed and updated annually.
- Provides first- and second-level technical helpdesk support for users of all Information Technology supported systems, applications, and services; installs, maintains, upgrades computer hardware and software and peripheral equipment; and performs related duties as assigned.

IT Specialist I

- Maintains help desk ticket process and management through the City's desk ticket platform and/or creation of an internal ticketing system maintained by the City. Assesses and assigns tickets to IT staff.
- Follows up with internal customers to ensure tickets were completed with satisfaction and no other research or support is needed before closing a ticket.

- Maintains a high level of communication with internal customers and management as it relates to ticket status updates and scheduling.
- As a project team member, serves as the initial point of contact and receives, documents and coordinates problems reported to IT helpdesk; troubleshoots, diagnoses and resolves first- and second-level hardware, software, and peripheral problems; refers more complex problems to the supervisor, network administrator and/or vendors for resolution; documents actions taken in response to problems and requests; trains, advises and assists users with technical issues related to computer software and hardware.
- Troubleshoots general system issues for resolution, if possible, without creating a system ticket.
- Maintains computer hardware and software inventory database; prepares of old equipment for disposal.

IT Specialist II

- Includes all duties of IT Specialist I, as directed by supervisor.
- Maintains system performance by system monitoring and completing all system updates in a timely and scheduled manner.
- Performs network administration functions such as maintaining user accounts and passwords, installing, upgrading, and maintaining software on servers, upgrading server hardware, and troubleshooting and resolving network connectivity issues.
- Works with City vendors on opportunities for additional services and products and reports to supervisor on findings and recommendations for new/improved services.
- Sets up new employees including phone usage, windows applications, and other technology as needed by position.
- Assists with and/or provides training opportunities for end users using current IT systems and system security.
- Builds/sets up new computers. Erases/disables/recycles old equipment as approved by supervisor.
- Installs, configures, supports, and secures network printers; removes excessive computers from City domain; maintains information on computer accounts and disables and removes invalid computers; assists in performing network cabling duties.
- Maintains an equipment replacement schedule of IT Equipment by department. Plans replacements and updates schedule annually with supervisor during budget process.
- Sets up and maintains user security based on workflow development and through direction of the supervisor.
- Assists in facilitation of disaster recovery.
- Performs system backups and maintain a backup library for the City's network.
- Oversees installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices.
- Ensures network connectivity of all servers, workstations, telephone equipment, fax machines, and other network appliances.

IT Specialist III

- Includes all duties of IT Specialist I and II, as directed by supervisor.
- Provides storage and server administration.
- Makes recommendations on design and implementation of IT infrastructure.
- Implements installation, upgrades, and support of applications used by the City (MS 365, GIS, Tyler Technologies, removes access capabilities, VPN access, and other City applications.
- Receives user questions, problems, and requests, either by telephone, in writing, or in person; answers user questions, resolves problems, and fulfills requests; maintains a log or database of problem reports and track until satisfactory resolution.
- Facilitates disaster recovery and business continuity planning.
- Installs and configures standard and specialized business software in accordance with established criteria; assists with installing software releases and upgrades; updates City computers to meet consistent software standards.
- Supports, maintains, and monitors internal and external networks and resolves network issues.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

IT Specialist I

- a. Graduation from a high school or GED; and
- b. One year of related experience (customer service, desktop support, demonstrated remote helpdesk, maintaining/installing computers, and troubleshooting), including
- c. One year of experience in general office practices such as typing, data processing, and customer service; and
- d. Working knowledge of computers and programs such as Microsoft Excel, Word, and PowerPoint; or
- e. Any equivalent combination of education and experience that demonstrates the ability to perform the job duties.

IT Specialist II

- a. Associates degree in business, computer science, computer engineering, system analysis OR any combination of education and experience that demonstrates the ability to perform the job duties; and
- b. Two years IT experience including gathering and analyzing information or data on current and future trends of best practice, and
- c. One year of Microsoft 365 experience (including teams).

IT Specialist III

- a. Bachelor's degree in business, computer science, computer engineering, system analysis OR any combination of education and experience that demonstrates the ability to perform the job duties; and
- b. Three years IT experience including developing frameworks for process improvement; and understanding of business functions to analyze and propose technical strategies for the business and mapping and document processes.

REQUIRED LICENSES/CERTIFICATIONS

IT Specialist II

- CJS Certification.

IT Specialist III

- Certification in one or more technical or application support areas such as network administration and management, telephone systems, Internet and/or database administration.
- Microsoft 365 Certified: Enterprise Administrator Expert.
- Microsoft 365 Certified: Modern Desktop Administrator Associate.
- Microsoft 365 Certified: Security Operations Administrator Associate.

KNOWLEDGE, SKILLS, AND ABILITIES

IT Specialist I, II, and III

- a. Skills in operating a phone, fax, and copy machine.
- b. Ability to work on-site at City Hall on a regular schedule.
- c. Ability to communicate effectively verbally and in writing.
- d. Ability to establish successful working relationships.
- e. Ability to work under pressure and with frequent interruptions.
- f. Ability to discern confidential information.

DESIRED QUALIFICATIONS

- a. Experience with Tyler Technologies Incode Software suite.
- b. GTEC Police support and service experience

SPECIAL REQUIREMENTS

- Must pass a background check.
- A valid state driver's license.
- Flex schedule availability for after hours and weekend work may be required for software updates and/or implementation.

TOOLS AND EQUIPMENT USED

- Use of computer or laptop for use in word processing, spreadsheets, databases, and other related software.

- Copier/printer/fax machine; ten-key calculator; and telephones.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, and stoop. The employee is required to use hands to finger, handle, or operate objects, tools, or controls and reach with hands and arms. Duties involve moving materials weighing up to 20 pounds on a regular basis and infrequently weighing up to 50 pounds. Close vision, color vision, peripheral vision, depth perception, low-light vision, and ability to adjust focus are required. The employee is required to hear and talk.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is typically performed in an office environment and exposure to video display terminals occurs on a regular basis. The noise level in the work area is typical of most office environments with telephones, office equipment, personal interruptions, and background noises but may be moderately loud depending on the activities in the space.

EMPLOYEE ACKNOWLEDGMENT

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I acknowledge that I have received a copy of the **IT Specialist I, II, and III** job description. I understand that it is my responsibility to adhere to the Essential Duties and Responsibilities as outlined within this job description.

My signature below is evidence that I have reviewed and concurred that the above detailed job description appropriately describes the work of the position, including essential job functions, the minimum education and experience required of the position, and the physical demands of the position.

Signatures:

IT Specialist _____ (*Designate I, II, or III*)

Date

Print Name: _____

Finance Director

Date