

IT Specialist
Position Description

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Position Title:	IT Specialist
Department/Bureau:	Information Technology
Reports To:	COO
Classified or Unclassified:	Unclassified
Exempt or Non-exempt:	Non-Exempt
Union or Non-union:	Non-union
Salary Range:	\$53,020 - \$55,721
Civil Service Approval:	N/A

Position Summary

An IT Specialist, or IT Support Specialist, is in charge of setting up, managing, and troubleshooting the technology systems that a business uses to maintain computer and software networks. Their duties include responding to hardware problems, updating system software, and tracking the data and communications used on their network.

This position requires moderate physical exertion. Most of the job is spent in the field with occasional bending, and some lifting (less than 25 pounds). Certain coordinated finger/limb movements must be performed during the regular work routine. Mature speech and hearing skills are required for telephone contacts and personal contacts. Clear vision is required for use of the computer terminal, for auditing, and for posting changes to taxpayer information.

Position Qualifications

1. Graduation from an accredited four-year college or university with major course work in such as computer science, information technology or computer engineering or a related field; and experience in specialized training through certifications, including CompTIA Security+, Certified Information Systems Auditor (CISA) and Cisco Certified Network Associate (CCNA Security, or a related field; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.
 - a. Ability to communicate effectively, both orally and in writing.
 - b. Ability to operate computers and other office equipment and software required by the nature of the assignment.
 - c. Ability to establish and maintain working relationships with others; must be able to work with vendors in a professional working relationship.
 - d. Is detail-oriented and focused on accuracy.
 - e. Have advanced quantitative analysis skills, particularly using Microsoft and other software

Duties and Responsibilities (For Performance Appraisal)

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IT Specialists maintain and improve the technical systems of a company to ensure all employees have the technology they need to complete their work and the organization's important files and information remain safe and intact. IT Specialists often have the following responsibilities:

- a. Gathering and synthesizing quantitative and qualitative data.
- b. Review diagnostics and assess the functionality and efficiency of systems
- c. Implement security measures
- d. Monitor security certificates and company compliance of requirements
- e. Offer technical support to company staff and troubleshoot computer problems
- f. Install and update company software and hardware as needed
- g. Anticipate and report the cost of replacing or updating computer items
- h. Work with the City's Third-Party information technology company to manage the city's web and software needs, serve as the city's in-house IT department to maintain internet connectivity, back up information, and troubleshoot glitches and other problems.
- i. Work remotely to guide employees through troubleshooting and may also visit staff in the field to inspect, repair, and replace hardware.
- j. Audit system behavior and monitor firewalls to protect sensitive information and uphold cybersecurity protocols.

2. Communications

- a. Work cooperatively with colleagues, departments, and vendors.
- b. Act as liaison with vendors and departments.
- c. Develop and maintain contacts with various colleagues in other municipalities, vendors, contractors, and representatives of other activities.
- d. Answers email and telephone inquiries in a timely manner.
- e. Effective use of appropriate computer software and hardware.

3. Miscellaneous

- a. Maintain file systems for general office information.
- b. Provide Staff Reports to Chief Operating Officer for City Council approval.

4. Perform related work as required by supervision.