Position Description

Position Title: **Information Technology Specialist I**
Department: City Manager's Office
Division: Information Systems
FLSA: Exempt
Retirement: KPERS
Effective Date: November 4, 2024

GENERAL PURPOSE

This position provides internal support to the IT Director and all City facilities through the implementation and upgrades of hardware and software systems, Help Desk support response and troubleshooting for computers and systems. May help with the replacement of routers and switches, use of active directory, asset management, cybersecurity protocol implementation and daily operational support for City departments.

SUPERVISION RECEIVED

Works under the direct supervision of the IT Director.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Duties listed below do not include all tasks which may be performed.)

- Responsible for monitoring and responding to help desk reporting system, prioritizing requests and providing IT support to resolve problems and troubleshoot systems. Serves as first point of contact for helpdesk tickets and problem resolution.
- Performs all functions required to prepare and install microcomputers and related equipment, including connections to the data communications network.
- Facilitates deployment and integration of new hardware and software technology solutions. Assists in preparation and installation of software and peripheral devices.
- Assists with monitoring and integrity of system security to include removing malware and other security threats in addition to management of password and identity integrity.
- Provides support for commission meetings, board meetings, A/V meetings/conference rooms etc.
- Assists IT staff, as needed, with installation, troubleshooting, repair and overall support of all City computer systems.
- Performs local and remote testing on equipment, including running computer programs to diagnose faults. Performs equipment repair, builds cable, replace boards and components to identify or remedy failures. Assists in the diagnosis and resolution of software problems.
- Prepares and coordinates sending equipment out for repair as required.
- May provide support for end-user administration to include set-up and maintenance of accounts.
- Deliver end user training on software and other technology.
- Assists with policy development and/or revision in relation to computer system and network use and access within the City.
- Responsible for ensuring internal troubleshooting documentation is accurate and updated. Submits proposed revisions to supervisor for review and applies any modifications.

- Assists with maintaining system functionality and ensure that peripherals are working properly.
- Manages project-related work alongside handling day-to-day issues.
- Orders and inventories spare parts, including stripping surplus equipment for usable parts.
- Operates other information technology related equipment such as scanners, printers, plotters, graphics equipment, etc.
- Performs miscellaneous functions as required, including (but not limited to) calling vendors to report/resolve problems, assisting with demonstrations and site preparations, and assisting in changing microcomputer location.
- Must be able to maintain confidentiality with what you may encounter on a daily basis.
- Provides operational and troubleshooting support to all City departments for computer systems, telephones, applications, etc.
- Assists users in maintaining the City's cellular and land line phone systems.

PERIPHERAL DUTIES
- Serves on various employee or other committees as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:
(A) Graduation from high school education or GED equivalent.
(B) Associates Degree in Computer Science or related field, **AND** minimum of two years of computer systems experience with intermediate/advanced experience in maintenance, troubleshooting, installation, upgrading of personal computer hardware and software, Windows local and wide area networks **OR** equivalent combination of education and experience (in addition to the minimum) commensurate with AS or AA degree.
   OR
   Bachelor's Degree in Computer Science or related field.
(C) Must possess a valid State Driver's License at time of application (and maintain for duration of employment) and meet insurability standards under fleet insurance policy.
(D) Must successfully pass a background check, fingerprinting and NCIC certification required to maintain the various Public Safety systems.

Necessary Knowledge, Skills and Abilities:
Knowledge of:
- Data processing terminology, symbols, and methodology.
- General record keeping.
- Computer hardware and software.
- Data communications networks.
- Working with Android and IOS devices.

Skills:
- Diagnose and resolve hardware and/or software problems.
- Prepare and conduct training and informational sessions.
- Public relations and public speaking.

Ability to:
- Operate information systems input devices.
- Work independently and complete daily activities according to work schedule
- Read, write and speak English distinctly and clearly.
- Effectively present information verbally, and in writing, to individuals or groups.

- Follow oral and written instructions.
- Operate listed tools and equipment.
- Repair computer components.
- Install computers and related equipment.
- Prepare and install software packages.
- Work under stressful conditions.

SPECIAL REQUIREMENTS

Ability to meet attendance requirements of position, which occasionally requires response to after-hours calls, as needed.

DESIRABLE QUALIFICATIONS

(A) Bachelor's degree in Computer Science or related field with three years or more experience in IT.
(B) Advanced knowledge and experience in hardware and software associated with personal computers, servers and Windows based local area networks; knowledge of and/or college course work in general business administration and/or public administration.
(C) Experience in a local government organization.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing and spreadsheet software; phone; copy machine; and fax machine. Tools and test equipment required to test and repair computer and network equipment, telephones, peripherals, and cables.

Primary functions of this position involve work with a Windows based local area and wide area networks, Windows operating systems, personal computer hardware, Ethernet connections, and standard PC applications such as word processing, databases, desktop publishing, spreadsheets, presentations using Microsoft Office and computer aided design/drafting.

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.

Considerable manual dexterity with tools. Ability to work under stressful conditions.

While performing the duties of this job, the employee is frequently required to sit, talk and hear, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

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.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application and review of qualifications, education and experiences; testing which may include: written/practical examination or other job-related tests, oral interview; final selection; reference check; background investigation; and post-offer medical examination to include a drug screen.

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 position 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.

APPROVAL AUTHORITY:

Department Head	Date	HR Director	Date