



Information Technology Specialist

General Definition of Work

Technical and support position that involves assisting in the daily operation of the City's information technology systems. Duties include correcting equipment malfunctions, installation of technology equipment and programs, and training of employees. Work is performed under general supervision of the Information Technology Manager.

Essential Functions/Typical Tasks

- Operates the City's communication technology to include (but not limited to) the local area network, the wide area network, voice mail, email, fax, telephone, and cable television
- Installs, upgrades and configures software on the City's network, electronic devices, phones, tablets, and individual PCs
- Installs, upgrades and configures hardware on the City's network, electronic devices, phones, tablets, and individual PCs
- Installs, upgrades and configures equipment for the City's Commission Chamber meetings
- Responsible for implementing updates to the operating system software and applications
- Installs and repairs the City's hardware including all components
- Assists in the ongoing maintenance of application and operation system software upgrades
- Assists in the management of ongoing user support by assisting with in-house training and providing "help desk" user service
- Assists in Maintaining City's Web page
- Maintains complete documentation on all hardware and software with logs of system updates, error messages, and software malfunctions
- Operates City's video system to televise Commission, Board, and Committee meetings for the general public
- Prepares Commission meetings and other videos for playback on City website
- Assists with installation, configuration, and maintenance of telephone system equipment and handsets
- Responsible for proper disposal/recycling of nonfunctional or outdated electronic equipment, accessories and components.
- Assists with maintenance of inventory of all computer hardware and software
- Assists with the protection and continued operation of citywide computer systems during a local emergency
- Performs any nonessential duties as required

Knowledge, Skills and Abilities

- Comprehensive knowledge of information technology
- Appreciation for customer service and maintaining positive relationships with end users
- Ability to use independent judgment in problem solving situations
- Ability to effectively communicate, both orally and in writing

Education and Experience

Five years of experience in computer operations, hardware and software installation and maintenance. Three years of experience in computer system maintenance, networking, telecommunications and video communications. Comprehensive knowledge of Microsoft Office products and Windows Operating systems, including Windows 10 and Server Operating Systems. Formal education in IT-related field strongly preferred.

Physical Requirements

This is light work requiring the ability to frequently perform light to medium lifting (ten (10) to twenty-five (25) pounds). May occasionally be required to perform heavy (forty-five (45) pounds and over) lifting and carrying, and a negligible amount of force constantly to move objects; work requires climbing, balancing, stooping, crouching, reaching, standing, walking, pulling, lifting, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts,

use of measuring devices, operation of machines, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, noise, vibration, hazards, and atmospheric conditions. Ability to use a computer keyboard, other pieces of office equipment, and telephone. Ability to sit for long periods, bend, stoop, distinctly manipulate small objects.

Special Requirements

Possession of valid Florida Driver's License

Pay Grade: 120 Status: Non-exempt, MAPS Revised: January 2019
