

## City of Oregon City

## Position Description

Position: IT Specialist	AFSCME Union
Department/Site: Police / City Hall	FLSA: Non-Exempt
Evaluated by: Information Technology Supervisor	Salary Grade: 37

### Summary

The IT Specialist is a technical position that would serve as remote & onsite desktop support for city personnel. The IT Specialist reports directly to the Information Technology Supervisor. This position may receive support tickets from City Staff, authorized help desk, or other network administration support teams.

### Distinguishing Career Features

Position is responsible for providing administration and support for all City desktop and peripheral hardware, software, supplies, and network connections; providing secondary help desk support to staff, vendors, and other external partners and customers; providing support to other Information services staff and outsourced vendors; providing training to city staff on use of peripheral hardware, and software. This position has lead responsibility for all desktop and helpdesk administration and support.

### Essential Duties and Responsibilities

**FUNCTION 1: HELP DESK SUPPORT** Provides escalated help desk support (in person, by telephone or remote connection, or by e-mail) to staff, vendors, and other external partners and customers making the requests. Tracks and monitors requests using help desk software, statistically monitors desktop operations metrics for reporting; provides new user training, changes and upgrades to the system. Supports application software program(s) including resolving routine problems from system users, user accounts, and administration.

**FUNCTION 2: MANAGE DESKTOP INFRASTRUCTURE** Manages desktop infrastructure technology projects to insure proper short and long-term design, implementation, and administration. Coordinates with third parties and city staff to ensure a successful deployment of all hardware & software.

**FUNCTION 3: SYSTEM MAINTENANCE** Assists in the evaluation, installation, configuration and maintenance of system hardware and software; including operating systems and application software, system upgrades, workstations, printers, NICs, and data communication lines; develops and documents installation processes. Functions performed include planning, project management, design, acquisition, inventory, hardware and software maintenance contracts, image management, upgrade, patching, monitoring, maintenance and troubleshooting.

**FUNCTION 4: MANAGE PUBLIC SAFETY TECHNOLOGY** Manages Public Safety technology projects to insure proper short and long-term design, implementation, and administration. Coordinates with third parties and city staff to ensure a successful deployment of in-car laptop, printers, networked devices, and departmental specific programs related to eCitations, Criminal databases, and acts as the primary contact for technical issues for related County, Regional, and State Public Safety applications.

**FUNCTION 5: Other duties as assigned.**

## Qualifications

### ▪ **Knowledge and Skills**

- Public Safety applications and their use.
  - E-citations, Scheduling, Report-writing, Records Management (Versaterm...) Client VPN (Cisco, Netmotion...)
- Public Safety CJIS requirements and compliance.
- Active Directory management, modification, and design principles.
- Hardware and software documentation and workflow /processes
- Government specific software systems (SCADA, ArcGIS, Symphony, SQL-based Utility Billing,)
- Public record management and retention
- Microsoft server and desktop operating systems
- Microsoft productivity suites
- Desktop management systems
- Project planning methodologies

### ▪ **Abilities**

- Operate a personal computer and perform software troubleshooting function.
- Analyze and evaluate data, formulate proposals and implement computer system plans.
- Organize and prioritize tasks and assignments.
- Establish and maintain effective working relationships with employees, public officials, the general public.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.
- Resolve problems within, and conflict between, highly technical systems.
- Interpret technical information, write technical reports.
- Coordinate vendor resources for support and project functions.
- Pass a technical assessment test applicable to the job description.
- Pass CJIS personal technical clearance exam.

### ▪ **Physical Abilities**

**Exertive** - Extensive walking, recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting of light or moderately heavy items.

The incumbent performs work of a sedentary to moderately active nature. Requires sufficient ambulatory ability to sit for extended periods of time, move to project locations, to stand for intermittent periods of time, and to bend, stoop, and reach for limited periods of time to retrieve work materials. Requires sufficient arm-hand-eye coordination to operate a computer keyboard and peripheral equipment. Requires visual acuity to create and read three-dimensional and detailed drawings and observe structural work-in-progress. Requires verbal and auditory ability sufficient to carry on conversations with others and make presentations to groups.

▪ **Education and Experience**

Graduate of a four (4) year college with a degree in Information Technology or Business Administration. CompTia A+, CompTia Network+.

Five (5) years or more of current demonstrable experience as a Desktop Technician on a medium size or larger network of servers, desktop systems, storage, telecommunications, and network devices, systems, and solutions, using current technologies.

Position requires a sufficient degree of experience and or education that clearly demonstrates the employee's ability to successfully perform the tasks and skills outlined in the job description.

▪ **Licenses and Certificates**

May require a valid driver's license. Microsoft Certified Professional (MCP) certification preferred. Microsoft Certified Systems Engineer/Administrator (MCSE/MCSA) and Cisco Certified Network Professional (CCNP) certification also highly desired.

▪ **Working Conditions**

Work is performed indoors and outdoors where minimal safety considerations exist.

**July 2015**

*This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.*