Class Title: **Technical IT Specialist**
Department: City & Water
Supervisor: General Manager

Class Characteristics: The purpose of this classification is to provide technical assistance to computer users. Answers questions or resolves computer problems for clients in person, or via telephone or electronically. Provides assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. This classification works under close to general supervision according to set procedures, but determines how or when to complete tasks. Employees may be required to perform other job-related tasks that are not identified in this description.

Essential Functions:
1. Oversees the daily performance of computer systems.
2. Answers user inquiries regarding computer software or hardware operation to resolve problems.
3. Sets up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
4. Installs, tests, configures, troubleshoots and performs minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
5. Working knowledge of server admin apps: active directory, DNS, DHCP and group policy.
6. Maintains records of inventory, daily data communication transactions, problems and remedial actions taken, or installation activities.
7. Knowledge of virtual machines, VLAN's and firewalls.
8. Knowledge of VOIP phone system.

Additional Duties:
- Performs related work as assigned.

MINIMUM QUALIFICATIONS:

Minimum Education and Experience Requirements:
Associate's degree, vocational technical degree, or specialized training that is equivalent to satisfactory completion of two (2) years of college education in computer science or related field; and, a minimum of three (3) years of experience providing technical assistance to computer users; or, an equivalent combination of education, training, and experience.

Special Certifications and Licenses:
- Valid Driver's License

Special Requirements:
1. Requires the ability to work occasionally during weekend or evening hours.

2. Subject to on-call duty and special events.
3. Must be able to operate Government equipment and vehicles in a safe, prudent and responsible manner.

Mathematical Requirements:
- Frequent usage of mathematics in order to obtain price quotes on equipment and services.

Communications Requirements:
- Reads professional literature and technical manuals; speaks to groups of employees, other public and private groups; writes manuals and complex reports.

Complexity of Work:

Assist in overseeing the planning, design, installation and maintenance of networks, security systems, telecommunication systems, servers and other IT resources or assets. Follows standard operating procedures and ensures that daily IT operations are functioning in the most efficient and effective manner.

Must occasionally consider different courses of action, or deviate from standard operating procedures, to get the job done.

Physical Demands of the Job:
- Light to medium work that involves walking or standing for long periods of time and also involves exerting between 20 and 50 pounds of force on a regular basis.
- Ability to work in confined spaces and at times at high elevations.

Tools and/or Equipment Used:

Electronic testing equipment including multi-meters and flukes. Usage of power tools including cordless drills, screwdrivers, etc. Other tools as required.

Confidential Information: High use of confidential information.

Unavoidable Hazards: Works outdoors in very hot or very cold conditions or indoors in areas where cold or hot conditions are generated or works outdoors in wet conditions.