



Title: I.T. Support Specialist

FLSA Status: Non-Exempt

SAFETY STATUS: Non Safety Sensitive Position

BRIEF DESCRIPTION:

The purpose of this position is to provide all aspects of I.T. Desktop support for City staff. This is accomplished by maintaining the City's server/network equipment rooms and communicating directly with the I.T. department; overseeing the City's computers, including maintenance and updates; training staff for technical aspect of their position; researching and evaluating new computer hardware and software for purchase; keeping lines of communication open with I.T. Manager. Responsible for daily maintenance of server/hardware equipment and the upkeep of proactive day to day operations and procedures.

REPORTS TO:

This position reports to the I.T. Manager.

SUPERVISES:

None

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

| (S) Sedentary | (L) Light | (M) Medium | (H) Heavy | (V) Very Heavy |
|---|---|---|---|--|
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree. | Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly. | Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly. | Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly. |

| # | Code | Essential Functions | % of Time |
|---|------|--|-----------|
| 1 | M | Assists staff with computer questions/problems by helping people set up their email accounts; assisting staff in making in house transactions; troubleshooting and solving any printer related problems; troubleshooting and suggesting solutions to employees within City control; assisting employees with connecting their laptops to the city's wireless network, if authorized; and troubleshooting any wireless connectivity problems. Training staff on City systems' technical aspects | 60% |



| | | | |
|---|---|---|-----|
| 2 | L | Daily maintenance and documentation on all city server/network rooms in offices throughout the City. On occasion, work may involve sensitive information, and must be able to keep information confidential. Assists to secure network by developing, monitoring, control, and evaluation of network/hardware devices; maintaining documentation. Assists in defining network policies and procedures for day to day operation; and maintains a repository of network diagrams and structure for the City's network. | 35% |
| 3 | M | Updates and maintains city computers and software by maintaining city servers and communicating with technical staff; overseeing city computers including maintenance and updates; updating websites for city departments; assisting in training staff for technical aspect of city systems; researching and evaluating new computer hardware and software for purchase; daily communicates with I.T. Manager on work orders, tasks, and/or etc. | 5% |

JOB REQUIREMENTS:

| -Description of Minimum Job Requirements- | |
|---|---|
| Formal Education | An Associate's Degree or vocational/technical training in Computer Science from an accredited college or university with 2-4 years' experience or equivalent combination education and experience is preferred, but not required. |
| Experience | Highly experienced with Microsoft windows environment, and Office 365 applications. Experience with basic networking and desktop troubleshooting skills is required. Experience with pc remote software, and desktop support ticket applications is preferred. |
| Supervision | Requires little to no supervision. On occasion, will work with helpers, assistants, seasonal employees, interns, volunteers or temporary employees. |
| Human Collaboration Skills | Decisions regarding implementation of policies may be made during interactions. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. |
| Freedom to Act | Receives Limited Direction: Within this job, the employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. The assignment may be reviewed upon completion. Performance is reviewed periodically. |
| Technical Skills | Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively. |



| | |
|------------------------------------|---|
| Fiscal Responsibility | Does research for documents, compiles data for computer entry, and/or enters or oversees data entry. |
| Reading | Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study. |
| Math | Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study. |
| Writing | Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study. |
| Certification & Other Requirements | Valid Texas Driver's License |

OVERALL PHYSICAL STRENGTH DEMANDS:

| -Physical strength for this position is indicated below with “X”- | | | | |
|---|--|---|---|--|
| Sedentary | Light | Medium X | Heavy | Very Heavy |
| Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time. | Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree. | Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly. | Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly. | Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly. |

PHYSICAL DEMANDS:

| C | F | O | R | N |
|--------------------------|------------------------------|------------------------|----------------------------|---------------|
| Continuously | Frequently | Occasionally | Rarely | Never |
| 2/3 or more of the time. | From 1/3 to 2/3 of the time. | Up to 1/3 of the time. | Less than 1 hour per week. | Never occurs. |

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

| -Physical Demand- | -Frequency- | -Brief Description- |
|-------------------|-------------|---|
| Standing | F | making presentations, observing work site, observing work duties, communicating with co-workers |
| Sitting | C | desk work, meetings, driving |
| Walking | C | to other departments/offices/office equipment, around work site |
| Lifting | C | files, supplies, equipment |
| Carrying | F | files, supplies, equipment |
| Pushing/Pulling | O | file drawers, equipment, tables and chairs, hose |
| Reaching | C | for supplies, for files |
| Handling | F | paperwork, monies |



| | | |
|------------------------------------|---|---|
| Fine Dexterity | C | computer keyboard, calculator, telephone pad, calibrating equipment |
| Kneeling | O | filing in lower drawers, retrieving items from lower shelves/ground |
| Crouching | O | filing in lower drawers, retrieving items from lower shelves/ground |
| Crawling | R | under equipment |
| Bending | O | filing in lower drawers, retrieving items from lower shelves/ground, making repairs |
| Twisting | F | from computer to telephone |
| Climbing | O | ladders, step stool |
| Balancing | R | on ladders, on step stool |
| Vision | C | driving, observing work site, reading, computer screen |
| Hearing | C | communicating with co-workers and public and on telephone, listening to equipment |
| Talking | C | communicating with co-workers and public and on telephone |
| Foot Controls | O | driving |
| Other (specified if applicable) | | |

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

City computers, servers, network and system devices, fax machine, telephone, calculator, postage meter, cash register, projector, overhead projector, typewriter, paper cutter, answering machine, copy machine, time clock, fire extinguisher, and mesh network.

ENVIRONMENTAL FACTORS:

| C | F | O | R | N |
|--------------|------------|--------------|--------|-------|
| Continuously | Frequently | Occasionally | Rarely | Never |

| D | W | M | S | N |
|-------|------------------------|-------------------------|------------|-------|
| Daily | Several Times Per Week | Several Times Per Month | Seasonally | Never |

| -Health and Safety Factors- | |
|-----------------------------|---|
| Mechanical Hazards | O |
| Chemical Hazards | O |
| Electrical Hazards | O |
| Fire Hazards | R |
| Explosives | N |
| Communicable Diseases | R |
| Physical Danger or Abuse | O |
| Other (see 1 below) | N |

(1) N/A

| -Environmental Factors- | |
|-------------------------|---|
| Respiratory Hazards | S |
| Extreme Temperatures | S |
| Noise and Vibration | M |
| Wetness/Humidity | N |
| Physical Hazards | S |

PROTECTIVE EQUIPMENT REQUIRED:

Gloves



NON-PHYSICAL DEMANDS:

| F Frequently From 1/3 to 2/3 of the time | O Occasionally Up to 1/3 of the time | R Rarely Less than 1 hour per week | N Never Never occurs |
|--|--|--|----------------------------|
| -Description of Non-Physical Demands- | | | -Frequency- |
| Time Pressure | | | O |
| Emergency Situation | | | O |
| Frequent Change of Tasks | | | F |
| Irregular Work Schedule/Overtime | | | O |
| Performing Multiple Tasks Simultaneously | | | F |
| Working Closely with Others as Part of a Team | | | F |
| Tedious or Exacting Work | | | F |
| Noisy/Distracting Environment | | | F |
| Other (see 2 below) | | | N |

(2) N/A

PRIMARY WORK LOCATION:

| | | | |
|--------------------------------|---|---------------------|--|
| Office Environment | X | Vehicle | |
| Warehouse | | Outdoors | |
| Shop | | Other (see 3 below) | |
| Recreation/Neighborhood Center | | | |



SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and understand the requirements and responsibilities of the position.

Signature of Employee

Date

Job Title of Supervisor

Signature of Supervisor

Date

Job Title of Department Head

Signature of Department Head

Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.