

INFORMATION TECHNOLOGY SPECIALIST II

POSITION SUMMARY: Resolves technical issues that originate by telephone or email in a call center/help desk environment. The IT Specialist's role is to: ensure proper computer operation so that end users can accomplish necessary tasks; support and maintain desktops, computer systems and peripherals; deliver support to end users throughout the City about how to use various types of software programs efficiently and effectively in fulfilling their business objectives; design, install, monitor, maintain and performance tune production databases while ensuring high levels of data availability; design, build and implement network systems across the enterprise; support the stable operation of the computer network; ensure the stability and integrity of wireless network services; and build the operations end of the City of Wyoming web site(s) and keep them running smoothly.

SUPERVISION RECEIVED: Work is performed under the direct supervision of an Information Technology Supervisor.

ESSENTIAL JOB FUNCTIONS: *An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform essential job functions satisfactorily.*

1. Provide client support: HelpDesk for 1st line support/basic troubleshooting of hardware/software; general training and documentation for end users.
2. Provide desktop support (deployment of new assets, software audits, troubleshooting workstation configuration, applications and procedures) for end users.
3. Provide mobile device support; troubleshoot and address repair issues.
4. Maintain computer network servers; includes setup, installation and reconfiguration.
5. Maintain/support infrastructure/network; manage network switches, routers, firewalls, system events, wiring/cabling, DNS, DHCP, TCPIP, Active Directory, security, Antivirus/Spyware, VPN clients and general administration.
6. Provide SCADA support (monitor routers/switches at multiple Kent and Ottawa County sites; troubleshoot communications issues; maintain network devices and equipment associated) for Utilities personnel.
7. Maintain wireless environment (update access and expand areas) for the City of Wyoming.
8. Provide telephone and voicemail support/maintenance.
9. Maintain email administration (directory maintenance, web-based email access, review spam manager and the Blackberry environment) for end users.
10. Provide reliable and expedient access to the City's Intranet and Internet; develop, enhance and maintain the web sites.
11. Develop/support software environment and City applications.
12. Maintain and support Geographical Information Systems; including maps, databases and

web environments.

13. Research and analyze the feasibility of new hardware/software technologies for implementation; develop new processes or uses for existing software applications to offer greater efficiencies.
14. Maintain system components including server backups/restores, patches, upgrades, tape changes, review of event logs, automated patching systems, disk space tracking and monitoring applications.
15. Manage all aspects of computer hardware/software (Fixed Asset Management) acquisition through retirement; auction/disposal for City of Wyoming.
16. Maintain data center (racks, KVM and UPS) operations.
17. Develop documentation and provide cross-training for supported processes and/or procedures to assure support/coverage is available for any reported issue during regular business hours.
18. Prepare budget requests/justification for capital outlay purchases; review and update support/maintenance contracts; assist in development of long range planning for new projects computer hardware/software needs.
19. May be responsible for acting as a lead person and/or trainer.
20. Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES: *The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

- A. A Bachelors Degree in Computer Science, Information Systems or a related field and a minimum of three years responsible work experience in the practical application of computer systems; an equivalent combination of education, training and experience may substitute for the degree requirement.
- B. Proven experience with the essential job functions of the IT Specialist I position.
- C. Ability to gather and analyze data for the purpose of preparing accurate and timely reports, memoranda, letters and responses to requests for information.
- D. Ability to communicate and present information effectively; both in verbal and written manner to varied audiences.
- E. Ability to establish effective working relationships and use good judgment and resourcefulness when working with superiors, associates, volunteer workers, other organizations, vendors and the public.
- F. Ability to successfully follow through on tasks, assignments and/or projects to completion with proper notification throughout the process.
- G. Supports and promotes adherence to Information Technology policies and procedures.
- H. Possess excellent organizational skills and an ability to approach problem solving in a

logical and systematic manner.

- I. Sound knowledge of tools and available resources for monitoring or resolving hardware, software and/or infrastructure issues.
- J. Ability to obtain entry and advanced-level professional certifications from vendors, such as Microsoft and Cisco.
- K. Demonstrated ability to work as a team and with minimum supervision; demonstrated ability to train and mentor; possesses self supervising attributes.
- L. Familiarity with facts and principles related to infrastructure management platforms/applications.
- M. Proven project planning, coordination and implementation skills.
- N. Ability to work varying schedules as necessary, to accomplish specific/unique assignments; including duty time/standby for after hours IT support coverage.
- O. Possession of a valid Michigan motor vehicle operator's license.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: *The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

While performing the duties of this job, the employee is regularly required to talk or hear. While performing the duties of this job, the employee is regularly required to communicate with others and view and produce written documents. The employee frequently is required to sit; have dexterity of hands and fingers to operate a computer keyboard, mouse, tools and to handle other computer components. The employee must frequently lift and/or move items of moderate weight, such as computers/servers and peripherals.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually moderate.

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