

City of St. Helens

Job Title: IT Specialist
Department: Administration
FLSA Status: Exempt
Union: No
Created: January 2, 2019
Wage Scale: IT Specialist

GENERAL PURPOSE

Assist in management of all aspects of the City's technology infrastructure. Provide highly skilled, escalated support to internal users. Identify opportunities in the areas of upgrades, service additions, and routing maintenance.

SUPERVISION RECEIVED

Works under the general direction of the Finance Director.

SUPERVISION EXERCISED

No supervision exercised.

JOB DUTIES AND RESPONSIBILITIES

- Develop and maintain help desk ticket process and management through the use of a third party help desk ticket platform and/or creation and management of an internal ticketing system maintained by the City.
- Develop and maintain technical documentation. Review and update annually.
- Maintain a high level of communication with users and management on ongoing technical issues as well as status updates for items that take longer than anticipated to correct.
- Maintain system performance by system monitoring and completing all updates in a timely manner.
- Work with City vendors on opportunities for additional services, developing products, testing, evaluating and installing enhancements with new software.
- Assist with training and setup for new employees, which include phone usage when permitted, windows applications, new technology and suggesting training opportunities for users.
- Build/setup new computers. Erase/disable old equipment for recycling.
- Maintain and update equipment along the replacement/maintenance schedule.
- Troubleshoot system issues for resolution.
- Management of all current system software for the City.
- Setup and maintain user security, workflow development.
- Ability to establish successful working relationships
- Ability to communicate effectively verbally and in writing

PERIPHERAL DUTIES

- Manage and complete special projects as assigned.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job.

- 5+ years of experience in a helpdesk support role is required.
- 5+ years of experience as IT Consultant or technician.
- CJIS Certification (must be able to obtain within 90 days of employment)

Knowledge, Skills and Abilities:

- Strong analytical and problem determination/resolution skills.
- Ability to work in a self-directed manner to complete tasks in a professional and timely manner with minimal supervision.
- Must be able to lift desktops and servers which can weigh as much as 50 lbs.
- Excellent verbal and written communication skills, backed up by strong organizational and time management capabilities.

SPECIAL REQUIREMENTS

- A valid state driver's license.
- Flex schedule availability for after hours and weekend work may be required (Software Updates/etc.).

TOOLS AND EQUIPMENT USED

Phone, computer, calculator, copy machine, scanner, fax machine, windows based software, word, excel, access, Springbrook/Accela Software, Incode Software, Full Court Software, and City vehicle.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk, use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises but may be a little loud depending on the day.

EMPLOYEE ACKNOWLEDGEMENT

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the **IT Specialist** job description. I understand that it is my responsibility to adhere to the guidelines of the expectations, hours of work and essential duties outlined within this job description.

Employee Signature: _____

Date: _____

Print Name: _____

Manager Signature: _____

Date: _____