

**CITY OF WEST COLUMBIA, SOUTH CAROLINA
JOB DESCRIPTION**

JOB TITLE: INFORMATION TECHNOLOGY SPECIALIST

GENERAL STATEMENT OF JOB

Under minimal supervision, provides in-person, telephone, and e-mail support to end users in multiple locations to resolve issues with desktop computer applications at all levels of use. Produces resolution reports and knowledge base information to help future issues. Maintains FAQs and support data systems for tracking and reporting purposes. Performs on-going support of electronic devices, peripheral equipment and software. Manages, supports, and maintains audio-visual and presentation hardware and software. Conducts network troubleshooting by assisting with the maintenance of the LAN/WAN network environment. Documents and tracks incidents and user requests and compiles and prepares periodic status, performance and trend reports. Reports to the Director of Information Technology.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Provides in-person, telephone, and e-mail support to end users in multiple locations to resolve issues with desktop computer applications at all levels of use, including desktop office software, web browsing software, and custom application software.

Produces resolution reports and knowledge base information to help in future issues.

Maintains FAQs and support data systems for tracking and reporting purposes.

Conducts computer move, add, and change requests for municipal staff.

Performs hardware inventory tasks to include receipt documentation, conducting periodic physical inventory of assigned computing equipment and proper tagging of newly acquired equipment.

Assists with technical upgrading and maintaining entire desktop system.

Performs ongoing support of desktops, laptops, peripheral equipment and software by complying with given standards and guidelines.

Performs basic tasks to manage, support and maintain sophisticated audio-visual and presentation hardware and software used at the city, including but not limited to computer-based recording equipment, presentation software, projection hardware and software, flat screen and display technologies, video cameras, and internet or video-conferencing collaboration and meeting software and hardware installed within the city's meeting spaces.

Conducts network troubleshooting by assisting with the maintenance of the LAN/WAN network environment.

Documents and tracks incidents and user requests to ensure timely resolution.

SPECIFIC DUTIES AND RESPONSIBILITIES (continued)

Participates in important technological department projects and performs problem diagnosis of desktop environment under IT management direction.

Performs hardware break/fix remediation of agency computing hardware.

Assists with the maintenance of password integrity and file system security of agency computing environment.

Responds to telephone calls, e-mails and requests for technical support.

Troubleshoots problems or correctly refers unresolved problems to a higher level support for resolution.

Compiles and prepares periodic status, performance and trend reports for review.

ADDITIONAL JOB FUNCTIONS

Provides assistance to other employees and departments as needed.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high-school diploma and experience in office automation systems, data communications system design, installation, operation, repair, sales or marketing, or processing of information in a data processing environment or related systems or any equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. An associate's degree or bachelor's degree in a related field may be substituted for the required work experience. Must have at least one year's experience of direct support to end-users of information systems or in a customer support environment. Must be available to work evenings, nights, weekends, city holidays and during emergency/disaster events. Must be willing to carry a city-provided wireless communications device. Must possess a valid driver's license with no recent major violations.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Must be physically able to operate a variety of tools, machines and equipment including a network system, personal computer, printer, monitor, scanner, server, modem, diagnostics instruments, computer equipment, telephone, fax machine or hand tools. Must be able to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Must be able to exert up to twenty pounds of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Tasks may involve sedentary work such as extended periods of time at a keyboard or work station, which involves sitting most of the time, but may involve lifting, walking or standing for periods of time. Must be able to lift and/or carry weights up to forty pounds. Tasks require the ability to climb ladders and work in ceilings and under desks. Requires the ability to work in confined areas where high levels of hand, eye and foot coordination are required.

Data Conception: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Must be able to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving direction and instruction from supervisor. Includes the ability to provide instruction and guidance on technical computer program use to computer users in laymans terms. Requires the ability to apply persuasion and /or influence over others in coordinating activities of a project, program, or designated area of responsibility.

Language Ability: Requires ability to read a variety of directions, instructions, methods and procedures, informational and technical documentation, etc. Requires the ability to prepare required documentation and correspondence, etc. with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence using correct English and a well modulated voice.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Must have the ability to comprehend and interpret received information. Requires the ability to exercise judgment, decisiveness and creativity in solutions involving the evaluation of information against sensory, judgmental or subjective criteria, as opposed to that which is clearly measureable and verifiable.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently in a variety of technical and/or professional languages including various computer languages. Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Numerical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; to use mathematical formulas, to calculate decimals and percentages; to utilize principles of fractions; to interpret graphs and to determine time.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape; to visually read various information and to utilize job-related equipment.

Motor Coordination: Requires the ability to coordinate hands and eyes in using job-related equipment and to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, job-related equipment including keyboards, office equipment, control knobs, buttons, switches, catches, etc. Must have minimal levels of eye/hand/foot coordination, including the ability to use one hand for twisting or turning motion while coordinating the other hand with different activities.

Color Differentiation: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under stress when confronted with emergency, unusual or dangerous situations, or in situations in which working speed and sustained attention are make or break aspects of the job.

Physical Communications: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has knowledge of the policies, procedures and activities of the city and of departmental practices as they pertain to the performance of duties relating to the position of IT Specialist. Has knowledge of methods and techniques associated with computer programming. Has knowledge of the methods, techniques and procedures associated with system activities, including file organization, database design, and use/capability of data processing equipment. Has knowledge of principles, practices and methods associated with the installation, configuration, and operation of various computer hardware and peripheral components. Has knowledge of the operation, configuration, maintenance and troubleshooting of network computer systems utilizing major software programs used within the city. Has knowledge of the operation of various computer languages, operating systems and software programs. Has knowledge of the methods associated with analyzing, troubleshooting and resolving operation of computer hardware and software, including preventative maintenance and general repair of computer components. Has knowledge of the functions and interrelationships of city and other governmental agencies. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities and that would improve the performance of all city systems. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Is able to effectively communicate and interact with supervisors, department heads, members of the city council, members of the general public and all other groups involved in the activities of the city's information technology systems. Is able to offer instruction and advice to system users regarding software use, general policies, methods and regulations pertaining to information services. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Has the ability to plan, organize and prioritize daily assignments and work activities. Has good organizational, technical, and human relations skills. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling and grammar. Has knowledge of modern office practices and technology; has skill in the use of computers for word and data processing. Has the mathematical ability to handle required calculations. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear and effective manner. Knows how to maintain effective relationships with personnel of other departments, professionals and members of the public through contact and cooperation. Knows how to react calmly and quickly in emergency situations. Has knowledge of the standard tools, materials and practices of the industry. Has skill in the care and use of required tools and equipment. Is able to make minor repairs and adjustments to equipment. Has knowledge of the occupational hazards and safety precautions of the industry.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all city departments, co-workers and the general public.

Quantity of Work: Performs tasks as described in "Specific Duties and Responsibilities" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work and meeting deadlines. Completes assigned work within deadlines in accordance with directives, city policies, standards and prescribed procedures. Accepts accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to city policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action to complete work with minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established city policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the city.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual and city benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships with department employees, co-workers, supervisors in other departments, representatives from external organizations and the general public so as to maintain good will toward the city and project a good city image. Tactfully and effectively handles requests, suggestions and complaints from other departments, co-workers and individuals in order to establish and maintain good will within the city. Interacts effectively with supervisor, professionals, fellow employees, and the general public to maintain a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for events, meetings and deadlines.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the city and various regulatory agencies. Ensures such standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.