

CITY OF SPOKANE VALLEY POSITION DESCRIPTION

Class Title: Information Technology Specialist
Department: Administrative Services
Division: NA
Date: May 13, 2003

Job Code Number: 415
Grade Number: 15
FLSA Status: Exempt
Location: City Hall

GENERAL PURPOSE

Performs a variety of complex technical work in the day-to-day operation of the city's voice and data communications systems, including system enterprise data communications networks, desktop systems, phone systems, and leased line equipment.

SUPERVISION RECEIVED:

Works under the general direction of the Finance Director.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Sets up terminals, modems and other equipment to support enterprise future business growth and the movement and/or expansion of enterprise units; utilizes cable equipment and telecom hand tools in a safe and effective manner.

Replies to problems called in and repair the malfunctioning equipment quickly; troubleshoots and repairs terminals, modems, terminal servers and other data communication equipment;

Troubleshoots potential problem areas which may adversely affect network performance; keeps up networked systems.

Furnishes support for operations, especially with network monitoring and diagnostic tools; implements the network specifications and procedures developed by the Network Specialists;

Insures that data communication requirements are fulfilled; works directly with the IT help desk who take work orders and trouble tickets for the network area; works with equipment vendors and network personnel to solve technical problems.

Designs and directs the wide area (WAN) and local area networks (LAN) and integrates it with other enterprise activities; monitors and adjusts the enterprise network for optimal performance; manages the day to day repair, monitoring and installation of the network.

Institutes a growth plan for the network to insure the best quality service in a state-of-the-art environment; schedules and prioritizes network activities.

Furnishes planning and technical support for enterprise installations both in central and in the remote facilities; provides network support for operations and the computing environment of technical support.

Develops and documents network related policies and procedures, including network security; recognizes and identifies likely areas where existing policies and procedures require change, or where new ones need to be developed, especially concerning future business expansion.

Insures that all CS, POS, EOE, ISC and telephone systems are properly installed in all new remote sites; responds in a timely manner to service requests from enterprise personnel.

Aids in the management of on-going maintenance of hardware and systems software; identifies cause and corrective actions for equipment problems at the enterprise.

Recognizes and initiates resolutions to client problems and concerns associated with office automation equipment, hardware and software to the client's satisfaction.

Reviews and assesses technology to insure that planning and budgeting activities position the enterprise to take full advantage of applicable advancements.

Plans and organizes the purchase, installation and implementation of office automation hardware and software according to department standards and procedures.

Examines training needs of office automation clients, develops classroom curriculum and gives quality individual and group training programs designed to insure maximum utilization of equipment.

Keeps up software and hardware registration and inventory to provide upgrades as necessary and insure appropriate security levels are maintained.

Manages policies and procedures regarding PC acquisition and deployment; recommends new and improved guidelines to insure compatibility and to better serve PC users.

Maintains current technical expertise in the rapidly changing technology of microcomputers and uses state-of-the-art techniques when implementing office automation solutions.

PERIPHERAL DUTIES

Provides backup support for related positions as needed.

Represents the company at various conferences and meetings. Serves as a member of various employee committees.

Performs related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- A. High school diploma or GED equivalent, supplemented by two (2) years of vocational or college coursework in computer science, information technology, or a related field; and
- B. Three years experience performing related IT/IS work, at least one year of which is in network administration; or
- C. An equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

- A. Considerable knowledge of enterprise data communications networks including the installation and repair of terminals, modems, terminal servers, multiplexers, and leased line equipment;
- B. Skill in operating the listed tools and equipment; skill in the use of cable equipment, diagnostics tools and telecommunication troubleshooting equipment (e.g., break-out boxes, wire wrap tools, and data scopes); and
- C. Ability to maintain assigned programs and systems; ability to troubleshoot assigned programs; ability to meet project deadlines; ability to communicate effectively orally and in writing; ability to establish and maintain effective working relationships with subordinates, peers, vendors and supervisors; ability to exercise sound judgment in evaluating situations and in making decisions; ability to follow or give verbal and written instructions, as applicable.
- D. A key value of the City is customer service. This position requires considerable knowledge, ability and skill in the principles and practices of excellent customer service as practiced in both the private and public sectors. It requires the ability to effectively meet and deal with the public; the ability to handle stressful situations; the ability to greet and respond to customers in a friendly, pleasant and professional manner using appropriate inflection, grammar and syntax; the ability to establish and maintain effective working relationships with employees, supervisors, and the general public; the ability to maintain a professional, courteous, and pleasant demeanor in difficult and stressful situations; and the ability to diplomatically deal with difficult people. A willingness to expend extra effort to help the public find answers or information relative to their inquiry or complaint is expected.

SPECIAL REQUIREMENTS

Microsoft or related certifications desired but not required, including but not limited to Microsoft Certified Professional (MCP) or Microsoft Certified Systems Engineer (MCSE). Cisco CCNA Certification.

TOOLS AND EQUIPMENT USED

Personal computer, printer, server, copy machine, fax machine, telephone, hand tools and various diagnostic tools such as ETHERNET, NCP, and TSM, data scopes and breakout boxes.

PHYSICAL REQUIREMENTS

The physical requirements listed in this section include, but are not limited, to the motor/physical abilities and skills required of this position in order to successfully undertake the essential duties and responsibilities of the position. In accordance with the Americans with Disabilities Act (ADA), reasonable accommodations may be made to help individuals with disabilities to undertake the essential duties and responsibilities of the position.

While undertaking the essential duties and responsibilities of the position, the employee must repeatedly sit, speak, hear, listen and detect sounds, and use arms and hands to grip, hold, reach, or manipulate the listed tools and equipment. The employee is periodically required to walk.

The employee must periodically lift and/or move up to 25 pounds. The employee must be able to differentiate colors and see small objects at close range.

ADVERSE WORKING CONDITIONS

Adverse working conditions include, but are not limited to, extreme or intense environmental circumstances (such as wetness, heat, cold, darkness, light, confined spaces, height, hazardous materials, vibration, shock, explosion, etc.) to which the employee may be exposed while undertaking the essential duties and responsibilities of this position. Reasonable accommodations may be made in accordance with the Americans with Disabilities Act (ADA) so that employees with disabilities may more successfully manage in said working conditions.

This position works in a general office environment. There are currently no adverse working conditions associated with this position.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

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.

Approval: _____
Human Resources Manager

Approval: _____
City Manager

Effective Date: May 13, 2003

Revision History: