Position Title: IT Support Specialist

Reports to: IT/GIS Manager

FLSA Status: Non-Exempt

Status: Regular Full-Time

Grade: VII

Hours of Work: Primarily regular dayshift office hours. Evening and weekend hours as required.

Statement of Duties

Position performs a variety of routine and complex technical work related the Village information technology infrastructure, information security and end-user experience, including hardware and software applications; network access, security and stability; and enterprise software support.

Supervision

Employee works under the direction of the IT/GIS Manager. Employee plans, prioritizes and performs work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the issue. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Unusual situations are discussed with supervisor. Work is generally reviewed for technical adequacy, appropriateness of actions or decisions, conformance with policy or best practice, or other requirements. Employee will have responsibility for the planning and execution of complex projects, including managing projects performed by third-party vendors or contractual personnel.

Job Environment

Work is generally performed under typical office conditions, with occasional exposure to dusty and noisy environments. Employee operates a variety of technical and standard office equipment, including servers, switches, computers, copiers, and phone systems. Employee operates a motor vehicle in the course of duties.
Work requires frequent contact with all village departments and private organizations, requiring administrative and technical knowledge, and ability to promote and protect the Village’s best interests.

Employee has frequent contact with co-workers and occasional contact with the public; contacts may require considerable skill in resourcefulness and discretion. Employee frequently conducts independent research within his or her field of work, assessing services and recommending improvements, plans for long-range projects and recommends new technology as appropriate to improve Village operations.

Employee has access to confidential information.

Employee may be required to work outside of normal business hours to perform position duties, including off hours emergency call ins or scheduled off-hour work.

**Position Functions**

*The essential functions or duties listed below are intended only as illustration 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 work is similar, related, or a logical assignment to, or extension of, the position.*

**Essential Functions**

1. Supports the functionality and maintenance of all aspects of the Village’s information technology network infrastructure and manages the security of Village data and network access.

2. Extends primary support services, including applications deployment, Active Directory, server optimization, for Microsoft related technologies including Windows Server, MS Exchange, Office 365 suite and systems.

3. Support services for virtualization technologies including VMware and Microsoft applications

4. Assist with design and implementation at the network level, including WAN and LAN connectivity, routers, firewalls, wireless, VLAN routing & switching; firewall security

5. Extends complex and independent support in system operations, system administration and hardware support.
6. Administers and maintains remote access solutions, including VPN, terminal services, updates to agent scripts, responding to alerts, monitoring dashboard, periodic system review.

7. Provides technical support to all Village staff and elected officials.

8. Produce documentation for system maintenance, network architecture, and knowledge base/best practices for all computer systems and network infrastructure

9. Maintain’s inventory of all equipment, software and software licenses, and works with IT/GIS Manager on equipment life cycle planning and replacement.

10. Regularly review IT industry publications and online materials; stays up-to-date with current and emerging technologies. Recommends system or policy improvements to IT/GIS Manager.

11. Communicates effectivey with end-users, including incident progress statuses and updates, notification of impending changes or planned outages. Communicates effectively with IT and business leadership to convey system and data architecture status, risks and issues.

12. Performs similar or related duties as required.

**Recommended Minimum Qualifications**

**Physical and Mental Requirements**

Employee works in a moderately loud office, and is required to stand, walk, sit, talk, listen, use hands, stoop, kneel, and reach with hands and arms while performing duties. Employee may be required to lift objects up to 50 lbs.; regularly lifts objects of up to 20 lbs. Normal vision is required for position. Equipment operated includes office machines, mobile devices, personal computers and motor vehicle.

**Education and Experience**

A candidate for this position will have experience with Windows operating system, Windows Server 2016 and 2019, and Office 365 product suite. Associates degree required with a minimum five years working in an internal system support environment with an emphasis on networking and system architecture design and implementation, or an equivalent combination of education of experience.

Valid driver’s license required.
Knowledge, Skills and Abilities

A candidate for this position should have knowledge of:

- Network infrastructure administration
- Hardware inventories
- Windows administration – software inventory and installation
- Anti-virus and anti-malware management
- Desktop support
- Wireless network management
- Telecommunications support and administration
- Facilities security system support and administration
- Experience implementing and troubleshooting tablets and mobile devices

Skill in:

- Operating systems (Windows, etc.)
- Server hardware, network wiring and devices (switches, routers, access points)
- Network troubleshooting (connection, authentication, etc.) and problem-solving computer related issues
- Email systems management
- Microsoft Office and other productivity software
- Organization and attention to detail
- Conceptualization of enterprise system architecture

And ability to:

- Develop and maintain a deep technical knowledge of the autonomy business solutions
- Continuously improve activities with respect to computer products for departments
- Establish and maintain courteous and effective working relationships with other employees, public officials, contractors, developers, architects, and general public
- Communicate effectively in person, over the phone, and in writing
- Work under pressure with frequent interruptions, and handle stressful situations
- Setup and configure equipment such as servers, computers, routers and other devices
- Pass a Criminal Justice Information System compliant background check