

IT SPECIALIST

IV-1119

Date: October 2009

Department/Division: WCICC-IT

FLSA: Non-Exempt

Reports to: Information Technology Supervisor

PURPOSE OF POSITION

Under general direction of the Information Technology Supervisor, performs professional and technical work involved in the operation and maintenance of the organization's computer network and auxiliary equipment including PC workstations and related information technology and telecommunications equipment and software.

ESSENTIAL DUTIES OF POSITION (with or without accommodation)

The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be assigned.

- Operates and maintains computer mainframes, related equipment and software.
- Performs technical work involving voice and data communications, telecommunications, video-teleconferencing, T1 facilities, and wireless communications.
- Provides troubleshooting assistance for telecommunications and physical networking gear, including, but not limited to, switches, wireless radios and telephone handsets.
- Installs, sets up, loads, and tests new equipment including PCs, scanners, modems, printers, and related software, verify proper connections and operation and insure proper back up is operational.
- Operates monitors and maintains information technology back-office equipment.
- Generates a wide variety of forms and documents utilizing computer and related equipment/software.
- Troubleshoots network and cable problems, test equipment and lines.
- Staffs the help desk to assist customers with operational applications and equipment.
- Develops and maintains procedures and documentation for operational tasks and functions.
- Assists with the database maintenance for proper inventories of paper stock, supplies, forms, equipment, and software.
- Assists with shipping and receiving tasks, prepare documentation and records, haul and move materials, supplies, and equipment.
- May assist with the training of personnel.
- Receives processes and completes work orders and customer requests for assistance.
- Maintains good public relations through courteous and prompt attention to all citizen requests for service.
- Maintains regular and punctual attendance at work.
- Regularly lifts and/or moves up to 25 pounds and occasionally lifts up to 50 pounds.
- Expected to temporarily perform duties outside of normal classification in the event of a declared emergency. In the event that an employee is excused from work other than being sick, they will be required to report to work in a state of declared emergency.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

One to two year technical degree preferred. Graduation from High School or GED and considerable, three to five years, experience in technical computer and PC operations, troubleshooting and maintenance; or any combination of experience and training which provides the required knowledge, skills and abilities.

MINIMUM ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Abilities

The employee frequently is required to use hands and fingers to handle and feel; reach with hands and arms; and smell. Ability to quickly move hands, hands together with arms, or two hands to grasp, manipulate, or assemble objects, ability to exert muscle force repeatedly or continuously over time; this involves muscular endurance and resistance to muscle fatigue, ability to use abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing, ability to quickly and repeatedly bend, stretch, twist, or reach out with your body, arms, and/or legs.

Ability to speak clearly so others can understand you, ability to see details at close range (within a few feet of the observer), ability to see details at a distance, ability to identify and understand the speech of another person, ability to listen to and understand information and ideas presented through spoken words and sentences.

Job Knowledge

Thorough and complete knowledge of up-to-date information technology operations, capabilities and procedures and practices involved with computer and peripheral equipment operations and applications; knowledge of reporting procedures and practices. Ability to analyze and resolve difficult and complex computer systems, PCs and operational problems, and to apply knowledge of up to date computer technology and telephony practices and procedures. Ability to assist and train others in computer and software operations and applications.

Language Skills and Interpersonal Communication

Requires effective communication skills and the ability to provide assistance to customers in person and via telephone. Requires the ability to speak clearly, distinctly and effectively; read in English and compare similarities and differences between words and series of numbers; apply common sense understanding to the work process, procedures, programs and services; and to provide and follow verbal and written instructions. Ability to establish and maintain an effective working rapport with city officials, fellow employees and the general public.

Work Environment

While performing the duties of this job the employee is normally working in an environmentally controlled office, the employee is occasionally exposed to risk of electrical shock, and machinery. The noise level in the work environment is usually moderate.

Special Requirements

A valid motor vehicle operator's license issued by the State of Iowa.

The City of Sioux City is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages employees and prospective employees to discuss needed accommodations with the appropriate City representatives.