

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: INFORMATION TECHNOLOGY SPECIALIST (Job Code 502)

GENERAL STATEMENT OF JOB

Under general supervision, performs technical work in the Information Technology Department of the City of Margate. Primary responsibilities include knowledge of all City network technology, its use, configuration and functionality. Provides help desk function standards for City software applications including but not limited to the City's current software office suite, Police CAD/RMS software, and mobile communications networks. Other duties include employee orientation and training, deployment, installation, and maintaining all City computers, network setups, software installation functions, problem solving, and purchasing recommendations.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Assists and instructs users in software applications using City standards for all operating systems, word processing, and spreadsheet software.

Able to independently resolve problems utilizing personal knowledge and experience and other resources such as manuals, the Internet and vendor technical support. See issues and/or problems through to final resolution.

Researches, evaluates and recommends desktop and remote client hardware, software, and associated peripherals used by the City.

Manage Active Directory infrastructure, including, but not limited to, the creation/deletion/modification of user accounts and groups, the creation/deletion/modification of sites and links, and the assignment/removal of permissions.

Manage Office 365 infrastructure, including Exchange Online configuration and setup/deletion/modification of accounts.

Provide timely testing and implementation of new patches, updates and upgrades to servers, workstations and network equipment.

Troubleshoots PC software and hardware, and corrects or directs same to appropriate entities, minimizing down time.

Tests various computer applications prior to implementation to certify proper execution. Performs various clerical support functions as directed.

Monitor, complete and close service requests as they are entered in the IT Service Desk.

Performs related work as directed by superiors or as required.

Performs Emergency Response duties as assigned.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or equivalent, supplemented by the completion of basic Personal Computer Networking courses as defined by City standards. Must possess working knowledge of standard PC operating system software, word processing, and spreadsheet applications, and other computer office software. Requires at least four (4) years of experience in Windows Environment administration with support and security functions. Must possess and maintain a valid State of Florida driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve frequent walking, standing, bending, stooping; some lifting and carrying objects of moderate to heavy weight (12-40lbs).

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of materials relevant to government, legal, and city administration operations.

Intelligence: Requires the ability to utilize long-range planning principles and methods. Requires the ability to analyze, plan, and draw valid conclusions in program management and prioritization.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages; utilize algebraic formulas and descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and managing paperwork and documentation.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Require the ability to differentiate between colors or shades of color.

Interpersonal Temperament: Requires the ability to deal with people from a variety of departments in both giving and receiving instructions. Must be able to perform duties when confronted with individuals acting under stress.

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

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, i.e. dirt, cold, rain, fumes.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of City's PC Operating Systems, PC Hardware, Word Processing, Spreadsheet Software. Some knowledge of GIS, CAD, and PowerPoint presentations.

Experience with latest two (2) generations of Microsoft Windows operating system.

Experience with Exchange Online Administration.

Ability to organize and prioritize workload.

Ability to follow oral and written instructions.

Ability to communicate effectively both orally and in writing.

Ability to work effectively with other employees and the general public.

Ability in the operation of general office equipment such as computers, copiers, facsimile machines, etc.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date