## JOB DESCRIPTION

### JOB INFORMATION

| Job Title:         | IT Support Analyst                  
|--------------------|-------------------------------------
| Department:        | Information Technology              
| Reports to Position: | IT Director                        
| Location:          | City Hall                           
| Effect. Date:      | 8/27/18                             
| Civil Service:     | Yes                                 
| Bargaining Unit:   | Non-Bargaining                      
| Pay Grade:         | NB Payscale                         
| Overtime Status:   | Hourly                              
| FLSA Status:       | Non-Exempt                          

### JOB SUMMARY

Provide a brief description as to the primary purpose of this job (no more than three to five sentences):

This is an entry level position within the IT Department. Work involves desktop and mobile device support, hardware and software asset management, equipment procurement and documentation. Professional direction and supervision is received from the IT Director or his/her designee.

### ESSENTIAL JOB DUTIES/WORK PERFORMED

List essential job functions that comprise the job; describe in terms of actions (verbs) and desired outcomes in order of most important first:

- Desktop Support
- Maintain IT assets inventory
- Assist end users with configuring, installing and maintaining stand-alone and networked multi-user computer operating systems based on existing guidelines
- Provide set up assistance and support for mobile and remote computing including personal mobile devices (smartphones, tablets, etc.)
- Train selected departmental staff to handle routine hardware and software-related issues
- Identify and troubleshoot hardware and software issues for Window personal computers and laptops
- Maintain user profile information—add/delete accounts, reset passwords, etc.
- Respond to emergency IT situations and take corrective actions as necessary

### REQUIRED KNOWLEDGE AND SKILLS

List key dimensions (measurements for success) for this position:

- Ability to work independently and make effective use of time to accomplish multiple assignments.
- Demonstrated excellent written and oral communication skills
- Physical ability to routinely lift, carry and transport computer equipment up to 50 pounds
- Excellent interpersonal, customer service and teamwork skills, including with technical peers—(Working Proficiency level)
- Ability to communicate with the public in a professional manner at all times.
- Ability to effectively utilize the English language for verbal and written communications.
- Ability to install new computers, hardware and software
- Working proficiency supporting Windows personal computers and laptops in a Domain environment
- Working proficiency installing and supporting Microsoft Office suite
- Working proficiency supporting personal mobile computing devices (smartphones, tablets, etc.) with Apple iOS and Google Android operating systems
- Working proficiency supporting printers, multi-function devices, etc.
- Demonstrated ability to identify and troubleshoot computer systems and network performance for operational problems and make recommendations for corrective actions
- Working proficiency working with Microsoft Active Directory Users and Computers and Group Policy Management Console
- Basic knowledge of backup systems
- Basic knowledge in information security, system architecture and risk management in an Information
Technology environment

- Ability to train others in the use of computer operations and software applications
- Research innovative ways to use information technology to improve office workflow and communication and make basic recommendations based on that research
- Provide basic one-on-one training on hardware and software applications
- Working proficiency of the Microsoft operating system and Microsoft software patching
- Working proficiency with remote software push technologies
- Document user support activities (incidents and requests)
- Create and update existing support process documentation
- Ability to work with vendor supported systems and service providers to effectively communicate support issues and resolutions while providing communication to all parties impacted
- Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities
- Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology
- Ingenuity and inventiveness in the performance of assigned tasks
- Physical ability to sit for extended periods of time at a computer workstation.
- Physical ability to operate computers, telephones, photocopy equipment, and other general office equipment
- Physical ability to operate a motor vehicle
- Must not pose a direct threat to the health or safety of other individuals in the work place or citizens encountered during work

ESSENTIAL FUNCTIONS & PHYSICAL ABILITIES

List key relationships (to whom and the nature of the relationship) and leadership received and from whom associated with this position:

- Requires the following, with or without reasonable accommodation:
- Ability to read, speak, write and understand English to effectively communicate with citizens, City Council and employees by telephone, in written form, or face to face.

QUALIFICATIONS

List the minimum requirements to be considered for this position:

- Education requirement: Bachelor’s degree in an appropriate discipline or an equivalent combination of education and related experience in the information technology field.
- This is a civil service position. As such, this position requires at least one industry certification such as CompTIA A+, CompTIA Network +, Microsoft MCP or Cisco CCENT or Cisco CCNA. That certification may be used to satisfy the civil service testing requirement.
- Candidates will be scored based on their combination of education, certification and experience.
- Professional support experience (typically 6 months - 1 year) using varied technology concepts relating to electronic file storage, desktop management, networked print services or other applicable technologies

Desirable Qualifications & Skills:

- Extensive knowledge of software, hardware and computer operating systems (specifically Microsoft Windows Microsoft Office Professional)
- Extensive knowledge of Microsoft Active Directory Users and Computers and Group Policy Management Console
- Experience managing workstations using Microsoft SCCM or other desktop management tools and strategies that perform operating system/software deployment tasks
- Experience with mobile device management
- Extensive knowledge of computer networking configuration and troubleshooting
- Basic knowledge of VoIP telephony and communications systems
- Basic knowledge of Windows Server administration
- Basic knowledge of Virtualization
- Basic knowledge of database management systems

WORKING CONDITIONS
List working conditions for this position:

- Works in an office environment
- Works a standard work week
- May be required to work some overtime upon demand of workload

REQUIRED BACKGROUND CHECKS

List working conditions for this position:

- Sex Offender Registry
- Criminal Background Check
- Drug Screening
- Driving Record
- Pre-Employment Physical