

CITY OF EFFINGHAM

Job Description

Title: Information Technologies Specialist	Grade: T4
Reports To: City Clerk	FLSA: Non-Exempt
Department: Administration	Modified Date: October 16, 2018

JOB SUMMARY:

Under the supervision of the City Clerk, the Information Technologies Specialist is responsible for providing and maintaining IT services for all City departments. This position installs, modifies and makes repairs to computer hardware and software systems, and provides technical advice and support to system users. The IT Specialist serves as the geographic information systems (GIS) coordinator.

ESSENTIAL FUNCTIONS:

- Identifies and procures the hardware and software needed to satisfy user requirements;
- Installs hardware and peripheral components such as monitors, keyboards, printers, servers, and drives on users' premises;
- Loads appropriate software packages such as operating systems, networking components and office applications;
- Assists in the customization and adaptation of existing programs to meet users' requirements;
- Ability to manage complex networks, both wired and wireless, and trouble shoot software and hardware issues;
- Provides telephone, in-person and online support to end-users;
- Coordinates activities with network services and information systems groups;
- Provides updates, status, and completion to manager and/or users;
- Connects users to networks and provides initial training in facilities and applications;
- Administers e-mail and anti-virus systems;
- Rotates daily back-up servers;
- Assists in research and procurement of hardware and software;

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- Plans, designs, implements, monitors risk mitigation and compliance of security measures, policies and procedures;
- Manage compliance with security governance frameworks;
- Completing compliance audits, including ensuring audit readiness and monitoring remediation of audit findings;
- Serves as a system administrator for departments software and hardware;
- Serves as GIS Coordinator/Specialist for services including data analysis, editing of database, creating and maintaining attributes and detailed maps;
- Attends required trainings, as deemed necessary.

SECONDARY FUNCTIONS: Performs other duties as required.

SUPERVISORY FUNCTIONS: None.

MINIMUM QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

LANGUAGE SKILLS: Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

MATH SKILLS: Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING SKILLS: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

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COMPETENCIES:

- To perform the job successfully, an individual should demonstrate the following competencies:
- **Problem Solving** - Identifies and resolves problems in a timely manner; works well in group problem solving situations.
- **Customer Service** - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.
- **Judgment** - Displays willingness to make decisions. Exhibits sound and accurate judgment. Supports and explains reasoning for decisions. Includes appropriate people in decision making process. Makes timely decisions.
- **Communication** - Listens and gets clarification, ability to read, write and understand instructions.
- **Cooperation** - Establishes and maintains effective relations. Exhibits tact and consideration. Displays positive outlook and pleasant manner. Offers assistance and support to co-workers. Works cooperatively in group situations. Works actively to resolve conflicts.
- **Job Knowledge** - Competent in required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Displays understanding of how job relates to others. Uses resources effectively.
- **Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; asks for and offers help when needed.
- **Quality** - Demonstrates accuracy and thoroughness. Displays commitment to excellence. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality. Generates suggestions for improving work.
- **Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.
- **Leadership** - Exhibits confidence in self and others. Inspires respect and trust. Reacts well under pressure. Shows courage to take action. Motivates

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others to perform well.

CERTIFICATIONS, LICENSES, REGISTRATIONS: Valid driver's license. Security centric and GIS certifications (preferred).

REQUIRED EDUCATION/OR EXPERIENCE:

Associate's degree or equivalent from two-year college or technical school; or two to three years related experience and/or training; or equivalent combination of education and experience.

PREFERRED EDUCATION/OR EXPERIENCE:

Bachelor's degree from four-year college or university; or four to five years related experience and/or training; or equivalent combination of education and experience. Concentration in GIS or Geography field.

PHYSICAL CONDITIONS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; extreme cold; extreme heat and risk of electrical shock. The noise level in the work environment is usually moderate.

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SIGNATURE/APPROVAL

Employee

Date

City Clerk

Date

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.