

**CITY OF GREENBELT, MD
CLASS SPECIFICATION**

CLASS TITLE: Information Technology Specialist I and II
DEPARTMENT: Finance/Information Technology
REPORTS TO: IT Manager

SALARY GRADE: 15 & 16
FLSA STATUS: N
DATE: 03/2009

JOB SUMMARY AND DISTINGUISHING FEATURES OF THE WORK:

This position is the second level of support for end users with regards to help desk issues. This position is responsible for the overall day-to-day operation and administration of the technology functions and performs a wide variety for technology tasks on the City's system.

ESSENTIAL JOB FUNCTIONS:

Support 250 end users with personal computer use.

Create new user accounts in Active Directory for network access.

Add all new users to Windows Server 2003 domain on personal computers

Create email accounts for all new users in Exchange Server and setup same account on local machines using Microsoft Office 2003.

Troubleshoot and configure VOIP and digital phones using Nortel phone systems. Place static IP addresses on VOIP phones. Setup users voicemail box in CallPilot as well as unlock and change users display names as needed.

Troubleshoot and resolve hardware, software, and connectivity problems, including user access and component configuration.

Conduct technical research on system upgrades to determine feasibility, cost, time required, and compatibility with our current system.

IMPORTANT JOB FUNCTIONS:

Document system problems and resolutions for future reference of reoccurring issues in to our Track-it IT database

Install, configure, and upgrade hardware and peripherals that include desktops, laptops, printers, switches, hubs, phones, keyboards, and mice.

Collect information to analyze and evaluate existing or proposed systems.

Interface with the Network Engineer to provide permanent solutions to recurring issues throughout the network.

Work as a team member with other technical staff, such as networking to ensure connectivity and compatibility between systems.

Work with multiple technical projects that improve performance and business functionality

Lead certain activities within a project and typically works on problems of diverse scope and complexity where analysis of situations or data is required

Assist with the development and implementation of policies and procedures relating to employee computer usage.

Wire and terminate Cat5 network drops when needed

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Prepared by Slavin Management Consultants for the City of Greenbelt, MD 2008.

Desktop computers, printers, switches, routers, servers, hubs, phone system

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

At the Level I:

Associate's degree from an accredited college or university in Decision Information Systems, Computer Information Systems, Computer Science or a related field; and,

Two to three years of progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

At the Level II:

Associate's degree from an accredited college or university in Decision Information Systems, Computer Information Systems, Computer Science or a related field; and,

Four to five years of progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Valid Driver's License

Microsoft Desktop Support Technician Certification necessary

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Networking

Active Directory

Exchange Server

Systems analysis and design

Windows XP

Server 2003

Backup Exec

Department organization, standard operating guidelines and policies, rules, and regulations.

Skill in:

Providing excellent customer service

Communicating orally and in writing with internal staff and other departmental staff in order to give and receive information in a courteous manner.

Operating and maintaining all assigned equipment required to perform the essential functions of the job.

Ability to establish and maintain effective working relationships with fellow employees, city officials, other government agencies, and the general public.

Ability to work independently, multitask, and coordinate and organize multiple projects.

While performing the essential functions of this job, the incumbent is regularly required to sit; use hands to grasp, handle, or feel objects; speak and hear; read and write; keyboard; and occasionally lift, carry, push or pull objects weighing up to 50 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbents working conditions are typically quiet.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.