

## CITY of AZTEC JOB DESCRIPTION

<b>Job Title:</b>	IT Network Support Specialist
<b>Department:</b>	Information Technology
<b>Shift:</b>	4/10 Monday – Thursday 7:00am – 6:00pm
<b>Pay Plan:</b>	Level 14 #23.63/HR or DOQ
<b>Exempt:</b>	No
<b>Reports To:</b>	Information Technology Coordinator
<b>General Direction From:</b>	Information Technology Coordinator
<b>Position Closes:</b>	<b>Open Until Filled</b>

### PURPOSE & NATURE OF JOB

The City of Aztec is seeking a motivated and growth-oriented individual to join our team as an Information Technology Technician. This position is designed as a developmental role, with the expectation that the successful candidate will transition into the Information Technology Network Analyst/Coordinator (Manager-level responsibilities) within approximately one year.

Responsible for the operating system and associated subsystems. Provide system-level support of multi-user operating systems, hardware, and software tools, including installation, configuration, maintenance and support of these systems.

The work consists of varied network systems analysis duties. Frequent changes to industry standards and technology updates contribute to the complexity of the position.

The purpose of this position is to manage the City of Aztec network infrastructure. Success in this position results in the provision of a stable and secure internal network that contributes to the efficiency and effectiveness of a variety of city's operation.

### ESSENTIAL DUTIES

An employee in this class is responsible for the administration and configuration of computer hardware and / or software of microcomputer environment. Work may be in support of areas such as security, applications, internet, operating systems, and network administration. Duties may include providing customer support or assistance with complex work and or trouble shooting basic hardware and / or software problems. Responsibilities may require evening and weekend work in response to needs of the systems being supported or City of Aztec events. Work is performed under general supervision of Information Technology Coordinator.

#### Information Technology Technician (Initial Role)

- Provide support for operating systems and associated subsystems;
- Install, configure, maintain, and troubleshoot hardware and software systems;
- Support multi-user environments and ensure system functionality;

The City of Aztec is an Equal Opportunity, Reasonable Accommodation Employer.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Assist with IT service requests and technical troubleshooting;
- Maintain system documentation and inventory;
- Implements and manages security systems such as network video recorders, IP cameras, and Electronic Door Locks;
- Function in the capacity of help desk which includes responding to questions from users needing assistance; identifies problem source (hardware, software or operator error) and resolves basic problems; refers and discusses problems with supervisor or other designated contacts;
- Performs in the management of Library Information Systems, Public Computer Reservation and Print Management System, Digital Resources.

### **IT Network Analyst / Coordinator (Future Role)**

- Perform network systems analysis and recommend improvements;
- Manage and maintain the City's network infrastructure;
- Ensure network security, stability, and performance;
- Coordinate IT projects, upgrades, and system enhancements;
- Stay current on evolving industry standards, technologies, and best practices;
- Support strategic planning for IT systems and infrastructure;
- Develops and maintains documentation on network systems, software, users, licensing
- Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals.

### **RESPONSIBILITIES**

<b>Supervision:</b>	N/a
<b>Public Contact:</b>	Contacts with city staff and / or managers regarding routine administrative or technical matters.
<b>Budget:</b>	Collaborate with IT Coordinator
<b>Other:</b>	Coordinate with IT Coordinator, Aztec Public Library Director, IT Director, SJC Sherriff Office, and other software vendor tech support.

### **GENERAL INFORMATION**

The duties/responsibilities listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

### **MINIMUM JOB QUALIFICATIONS / REQUIREMENTS**

- Must be able to pass a pre-employment physical and drug screen.
- Must have a valid driver's license.
- May be subject to random drug/alcohol testing as per city policy.

**Education:** Preferably an Associate degree in computer related field and 2 years' experience in systems design and related software/hardware preferably in a municipal setting, preferred.

**Experience:** VOCATINOAL PREPARATION: Minimum of 2 years' experience and training that would provide the required knowledge and abilities Computer Information Technology Systems experience such as computer programming, network certifications, systems analysis and design or work with primary responsibility for the configuration of computer hardware and software in a midrange and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the stated education.

**Knowledge:** Knowledge of company supported hardware, software, and operating systems to include configuration and connectivity. Ability to investigate and analyze information and to draw conclusions. Ability to plan, implement, test, and troubleshoot system software. Ability to develop system solutions for operational problems. Knowledge of computer flow charts and of programming logic and code. Ability to determine computer problems and to coordinate hardware and/or software solutions. Ability to communicate technical guidance and instructions to users on the use of PC and/or mainframe applications and systems. Ability to write technical instructions in the use of programs and/or program modifications. Records maintenance skills. Knowledge of computer security procedures and protocol. Knowledge of federal copyright laws as they pertain to the use of computer software. Ability to learn and support new hardware, software, and operating systems. Work with users requires interpersonal skills, acquired through a combination of bachelor's degree and two years of programming and/or system analysis experience

**Ideal Candidate**

- Strong foundational IT knowledge with a desire to grow into a network-focused leadership role.
- Interest or experience in network systems analysis.
- Ability to adapt to changing technology and troubleshoot complex systems.
- Strong problem-solving and communication skills.
- Commitment to continuous learning and professional development.

**Certificates/Licenses:** The ability to have or obtain while in the job position the following:

- CompTIA A+
- Network+
- Security+

**Recertification:** N/a

**Use of Tools and/or Equipment:**

- Must be able to maintain and troubleshoot print/computer management software.
- Must be able to maintain and troubleshoot multi-function devices and printers.
- Use of computers, relative software programs, computer hardware, patron self-check machine, fax, telephone, digital

projection units, and other multimedia hardware / software as needed.

- Use of city vehicle to transport city equipment and on-site support services.

## WORK ENVIRONMENT

<b>Physical Demands:</b>	<p>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.</p> <p>This position requires a moderate degree of moment: bending, lifting up to 50 pounds, moving computers back and forth or up and down to service the computer through the back, replacing computer components and peripheral hardware as needed, including scanners, printers, and other devices as needed.</p> <p>The employee must possess and maintain a current driver's license and take a Defensive Driving Course provided by City of Aztec.</p>
<b>Hazards:</b>	<p>Minimum hazardous working conditions. Minor threat to health and / or safety.</p> <p>Occasional exposure to electrical equipment, outlets.</p> <p>Confined Spaces, heavy equipment, construction sites.</p>
<b>Exposures:</b>	<p>Duties are normally performed inside. The noise level is conducive to normal city building environment with some harmful sound levels.</p>