JOB DESCRIPTION

Information Technology Specialist
City of Fridley, Minnesota

Date:	December 15, 2017
Position Title:	Information Technology Specialist
Department/Division:	Finance Department/Information and Technology Division

Grade:	4	**Hourly Wage Range:**	$24.51 to $31.28

FLSA Status:	Hourly

Position Reports And Is Accountable To:	IT Manager

ORGANIZATIONAL MISSION:

In 2014, the Fridley City Council adopted the following organizational mission: "We believe in a Fridley that is a safe, vibrant, friendly and stable home for families and businesses." In addition, City staff committed to the vision by focusing on the core values of being responsive, driven and friendly.

POSITION OBJECTIVE:

Working under the direct supervision of the IT Manager, this position will be responsible for assisting with the planning, analysis, design, development, research, implementation and support of technology needs across all departments and divisions.

ESSENTIAL JOB FUNCTIONS:

1.   Assist with planning, analysis, design, development, research and implementation of technology needs and solutions across all departments and divisions.

2.   Analyze and/or resolve hardware, software, and application problems for all network or stand-alone computer systems and network resources supported by the IT Division.

3.   Perform routine and regular management and maintenance of Windows servers.

4.   Perform administration of Active Directory, as well as on premise Exchange, SharePoint, and MSSQL servers.

5.   Analyze problems and design technical solutions to specific user needs.

6.   Performs and assist with setup, support, and maintenance of network equipment, workstations, servers, print stations, mobile devices, and other IT-related equipment.

7.   Assist with project management from planning, research, and budgeting through to implementation and evaluation.

8.   Provide audio/visual/teleconferencing/phone/mobile device equipment support.

9. Maintain inventory of systems and perform record keeping functions of hardware locations, assignments, quantities, types, and required repairs, including start-up and end-of-year processes.

10. Instruct end users in the use of computer operating systems, applications, and hardware.

11. Collaborate with staff over the assessment, maintenance, budgeting, and function of technology and equipment as needed.

12. Demonstrated willingness and ability to learn new technologies and maintain expertise relevant to role and changing technology.

13. Provide effective and respectful communications and interactions with other employees, supervisors, individuals from other organizations, and external customers and agencies.

14. Maintain, monitor and ensure current system backups and infrastructure are in place for business continuity and disaster recovery purposes.

15. Commute between various facilities, buildings and locations to perform duties, attend meetings, events, and activities as needed, within the City and occasionally throughout the metro area. It is required to provide reliable transportation and maintain a good driving record.

16. Work with City staff, outside agencies, and vendors to facilitate integration of internal and external IT systems.

17. Provide guidance and support as necessary for the City to maintain compliance with various regulatory requirements.

18. Provide support for remote and VPN-connected users.

19. Develop and maintain documentation of IT practices and procedures.

OTHER JOB FUNCTIONS:

1. Provide support and assistance in other department functions, including serving on committees and participating in citywide events, meetings, trainings, as needed.

2. Other duties as assigned.

MINIMUM QUALIFICATIONS:

1. Associates degree, or higher, in computer science or related field.

2. Microsoft MCSA server, Cisco CCENT/CCT, or similar certification.

3. 2-4 years of experience in Windows server and/or network support, including installation and troubleshooting of hardware and software.

4. Possess a valid driver's license with good driving history.

5. Ability to successfully complete Level 4 CJIS Security Training within 30 days of employment.

6. Ability to work flexible work hours that will periodically include some evenings and weekends.

7. Demonstrated experience in being creative, self-directed as performed collaboratively with a variety of different groups, levels and agencies.

8. Finalist will be required to successfully complete and pass a thorough criminal background investigation and reference check process along with a preplacement drug test.

DESIRED QUALIFICATIONS:

1. Three to five years' experience as an IT Support Specialist.

2. Experience with VMware environments.

3. Previous public sector or municipal government experience.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of Microsoft Windows Server administration, including Active Directory, Group Policies, Microsoft Exchange.

2. Knowledge of basic IP networking, including DHCP and DNS.

3. Knowledge of Microsoft Windows desktop administration and troubleshooting.

4. Thorough knowledge of Microsoft Office desktop applications: Word, Excel, Access, Outlook, PowerPoint, OneNote.

5. Knowledge of IT security principles and policies.

6. Basic understanding of laptops, tablets, smart phones, printers, projectors, smart boards, scanners, and digital equipment.

7. Ability to communicate with and provide direction to people of vary levels of technical expertise.

8. Ability to apply critical thinking skills in rendering solutions to various technical issues.

9. Ability to maintain attention to detail.

10. Ability to work independently and prioritize tasks.

11. Willingness to take on new tasks and responsibilities.

12. Ability to think proactively to anticipate organization needs and potential issues.

13. Ability to understand long-term effects of short-term decisions.

14. Ability to creatively problem solve and research solutions to unique problems.

15. Positive attitude and ability to deal tactfully with the general public, elected officials, vendors, outside agencies, media outlets, and City staff.

16. Ability to manage complex projects, schedules, timelines and meet deadlines.

17. Ability to work collaboratively, cooperatively, and positively in a team environment.

18. Ability to handle, discern and maintain confidentiality and propriety information as required and in compliance with regulatory policies and directives.

19. Ability to provide excellent customer service, support and consultation to employees, other departments and staff, outside agencies, etc.

NOTICE:

The above job profile does not include all essential and nonessential duties of this job. All employees with disabilities are encouraged to contact the Human Resources Department to review and discuss the essential and nonessential functions of the job. An employee with a disability can evaluate the job in greater detail to determine if she/he can safely perform the essential function of this job with or without reasonable accommodation. If you are disabled and need additional assistance in completing this application or you need assistance with the testing process, please call (763) 572-3507. The City's TDD number is (763) 572-3534.

WORK ENVIRONMENT:

The attached work environment characteristics are representative of those and employee encounters while performing the essential functions of an IT Specialist. Reasonable accommodations may be made to enable a person with disabilities to perform the essential job functions.

WORK HOURS AND SCHEDULE:

This position is considered hourly and eligible for overtime and required to work a regular business schedule of 40 hours per week, Monday through Fridley from 8:00 to 4:30 p.m. Some potential for overtime and after-hours work as well as schedule flexibility.

COMPENSATION AND BENEFITS:

The compensation for this position is $24.51 to $31.28, DOQ. Benefits include a variety of options, paid entirely or in part for the employee by the City, which includes life, health, and dental insurance; short-term disability; eighteen (18) days of annual leave per year; eleven (11) paid holidays per year; employee wellness program; as well as the employer's share of payments to workers' compensation, unemployment compensation, and Public Employees Retirement Association. Additional voluntary benefits include a flexible spending account program, supplemental life insurance for employee, spouse, and dependents, long-term disability, and special events/activities organized by the Employee Relations Committee.

APPLICATION PROCEDURE:

For application materials go to the City's website at: www.FridleyMN.gov and download an application. A cover letter and resume are also required to be submitted with the application. Contact the Human Resources Department at City of Fridley or more information, 6431 University Avenue N.E., Fridley, MN 55432 - (763) 572-3504. Applications must be received no later 4:30 p.m. on January 15, 2018.

December 2017

The City of Fridley will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, sex, national origin, marital status, status with regard to public assistance, disability, age, membership on a local human rights commission, or sexual orientation.

EEO/ADAA

Fridley Job Activity Requirements
Mental/Motor, Environmental, Physical Demands, and Hazardous Environment

Job Title: IT Specialist
Department/Division: Finance/MIS
Brief Description of the Job Performed: Assist with the planning, analysis, design, development, research, implementation and support of technology needs across all departments and divisions.

Motor/Mental Ability	VI	O	F	C	Environmental	VI	O	F	C	Physical Demands	VI	O	F	C
Mathematics			X		Works with Others				X	Sitting			X	
Reading			X		Works Alone			X		Standing			X	
Writing			X		Customer Contact		X			Walking			X	
Reasoning				X	Shift Work					Running				
Problem Solving				X	Extended Day		X			Lifting		X		
Attentiveness				X	Extreme Hot	X				Pushing/Pulling		X		
Work Supervision				X	Extreme Cold	X				Carrying		X		
Guidance Available	X				Extreme Noise	X				Bending at Waist		X		
Autonomy				X	Confined Area					Climbing	X			
Social Interaction			X		High Places					Repetitive hand motion			X	
Supervising Other Employees				X	Work Indoors				X	Twisting upper Body		X		
					Work Outdoors	X				Reaching		X		
					Mechanical Hazards	X				Kneeling		X		
					Electrical Hazards			X		Driving		X		
					Explosive Material	X				Crouching		X		
					Chemicals (OSHA Def).	X				Crawling	X			
					Fumes	X				Use arm muscles over extended periods			X	
					Gases	X				Use leg muscles over extended periods	X			
					Other					Over shoulder height work	X			
										Stationary desk or bench work with neck bent forward			X	
										Use hand to finger dexterity to handle, feel, operate and/or manipulate objects, tools, controls, and equipment			X	

Demand Codes:
Blank = Not Applicable or Not Present
V = Very Infrequent, 1 to 2 times a week
O = Occasional, up to 1/3 of time
F = Frequent, 1/3 to 2/3 of time
C = Constant, more than 2/3 of time

The number to times the following weights are *lifted*.

Weights Lifted in pounds	Times per day	Objects Lifted	From what heights to what height in ft.
0 - 10	12	Computer parts	0 - 5 feet
11 - 24	<1	PCs, monitors, peripheral equipment	0 - 5 feet
25 - 34	<1	Large PCs, monitors	0 - 5 feet
35 - 50			
51 - 74			
75 - 100			
100 - 150			

The number of times the following weights are *carried*.

Weights Carried in pounds	Times per day	Objects Carried	Distanced Carried in ft.
		Computer parts	
0 - 10	12	PCs, monitors, peripheral equipment	50 feet
11 - 24	< 1	Large PCs, monitors	50 feet
25 - 34	<1		
35 - 50			
51 - 74			
75 - 100			
100 - 150			

Revised 12/15/2017