

**INFORMATION SYSTEMS SPECIALIST
JOB DESCRIPTION**



JOB TITLE: Information Systems Specialist	CLASSIFICATION: Technician	IMMEDIATE SUPERVISOR: Information Systems Director
PAY GRADE: 130	DEPT: Information Systems	STATUS: <u>FT</u> PT <u>EXEMPT</u> NON-EXEMPT BARG UNIT <u>NON-BARG UNIT</u>

JOB SUMMARY: Responsible, professional, technical position providing primary, Level I, helpdesk support and training to end-users, with hardware, software, voice, data, video, audio, and network communication issues.

SUPERVISION EXERCISED: none

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Respond to end-user support requests, both in person and remotely, to troubleshoot problems and resolve simple and complex hardware and software issues.
- Use insight and careful investigation techniques to ascertain the true nature of a problem/issue when the end user is unable to provide clear information.
- Assists in computer network development and administration to include, Windows Active Directory tasks, in-house/cloud server backup, and network security audits.
- Configures end-user desktop voice-data equipment with standard Village applications and settings.
- Contributes to development and implementation of Information Systems Strategic Plan goals and objectives. Work with departments to streamline systems that increase productivity and quality of services delivered to Residents.
- Provides after-hours and on-call support for emergency system problems and software upgrades.
- Performs routine updates to Villages Web Site.
- Document internal helpdesk systems and procedures. Organize the information so it is easily accessible.
- Perform other duties at the direction of the Information Systems Director.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- Preferred two (2) years of college education in business, computer science or closely related field with two (2) years professional level computer systems support experience in an integrated environment.
- Any equivalent combination of education, training and experience that provides the knowledge, skills and abilities required to perform this position

Knowledge, Skills and Abilities:

- Proficient in administration and support of Microsoft server and client software. Active Directory, Exchange 365, Office Suite CentralSquare Public Sector Administration suite, RecTrac/WebTrac, ArcGIS, and AutoDesk applications a plus.
- High-level analytical and technical skills to pursue a logical line of inquiry while troubleshooting problems.
- Ability to solve problems, exercise sound judgment and initiative; ability to work independently.
- Establish and maintain effective working relationships with other departments, co-workers, consultants, contractors, elected officials, and residents.
- Ability to communicate effectively orally and in writing.
- FEMA ICS Training requirements

SPECIAL REQUIREMENTS:

- Valid Florida State driver's license or ability to obtain one by the date of hire; No more than two (2) moving violations within the last 12 month period; No more than six (6) violation points on your license within the last 24 months.

PHYSICAL REQUIREMENTS/WORKING 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.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, talk, hear, and use hands to manipulate, handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee must regularly lift and/or move up to 10-30 pounds, and occasionally lift and/or move up to 30-60 pounds of dead weight with knees extended and bending from the waist down. Specific vision abilities required by this job include close vision, distant vision, color vision, peripheral vision, depth perception, and ability to adjust focus. In addition, the employee must be able to rotate the neck frequently, extend hands/arms overhead frequently, and turn fully from a fixed stance.

TOOLS & EQUIPMENT USED:

Computers, PDAs, scanners, copiers, surveillance cameras, NVRs, monitors, printers, terminals, cables, software and other associated equipment.

ENVIRONMENTAL 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 rarely works in outside weather conditions, and is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals, such as cleaning chemicals. The noise level in the work environment is generally quiet when in the office,

but may be moderately noisy on busy days.

SELECTION GUIDELINES:

Formal application, evaluation of education, training and experience; oral interview, reference and background check; job related tests may be required. The Village of Royal Palm Beach is a Drug Free Workplace and an Equal Opportunity Employer.

The duties listed above are intended to serve as an example of the typical functions performed. They are not exclusive or all-inclusive and will vary with assignments.

The job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer or the needs of the employer and requirements of the job change.

HISTORY:

Created: 10/1/16

Revised: 10/1/19

Revised: 2/24/23