

**INFORMATION SYSTEMS SPECIALIST
JOB DESCRIPTION**



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

JOB SUMMARY: Responsible, professional, technical position providing support and training to end-users, and maintenance with Village's hardware and software voice, data, video, audio, and network infrastructure communications systems.

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.
- Assists in computer network development and administration to include, Windows Active Directory tasks, in-house/Cloud server backup, and network security audits.
- Installs specialized Village software applications which require mid-range computer network and/or Windows servers and personal computer interoperability knowledge.
- Contributes to development and implementation of Information Systems Strategic Plan goals and objectives. Work with departments to improve and implement 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.
- Document internal systems and procedures. Organize the information so it is easily accessible.
- Perform other duties at the direction of the I.S. Manager and Finance Director.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- A minimum of two (2) years of college education in business, computer science or closely related field with five (5) years professional level computer systems support experience in an integrated environment.
- Or a four (4) year college degree in business, computer science or closely related field with three (3) years professional level computer systems support experience in an integrated environment.
- Any equivalent combination of education training and experience that provides the requisite knowledge, skills and abilities for this job

Knowledge, Skills and Abilities:

- Proficient in administration and support of Microsoft server and client software. Active Directory, Exchange, Office Suite (Word, Excel, Outlook, PowerPoint, Publisher). Work experience with iSeries SunGard Public Administration, RecTrac/WebTrac, ArcGIS, and AutoDesk applications a plus.
- High-level analytical and technical skills to pursue a logical line of inquiry while troubleshooting problems.
- 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.

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: October 1, 2016