



Effective Date: March 18, 2022

Organization: City of Barre, Vermont, USA

Position Title: IT Support Specialist

Department: Administrative

Supervisor: City Manager

Salary Range: \$22.00 - \$25.00 Based on Experience

Summary/Objective

Provides software and network support, training, troubleshooting, printer and desktop support. Provides software support for Windows, and MS application software such as MS Office.

Essential Functions

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

1. Answer, evaluate, prioritize and resolve requests related to hardware, software, networking and other computer-related technology issues
2. Provide after hours support when familiarity with system and processes is achieved.
3. Must be able to work independently and as part of a team.
4. Directing the effective delivery of networks, development, and disaster recovery systems and processes
5. User Access Management (e.g., create and manage user accounts) Windows Microsoft Office 365 and on the network
6. Assist users in learning startup, basic and advanced use of software programs
7. Working with information engineers to find solutions to manage business activities
8. Preparing financial budgets and presenting proposals for capital projects to City leadership
9. Overseeing technical projects in alignment with organizational goals
10. Researching and recommending new products
11. Lead efforts to improve IT processes

Necessary Knowledge, Skills and Abilities

1. Experience with Windows Network Environment
2. Ability to run, punch down and connect network cabling as needed back to the server room
3. Experience with Multi Function Printer (MFP) support.
4. Computer Staging

5. Skilled in communication, time management, and organization
6. Excellent personal and interfacing skills
7. Requires sufficient analytical skills to assess problems or unusual situations and develop solutions.
8. Well-versed in Microsoft Office (Office 365 preferred) and Windows 10
9. General knowledge of troubleshooting Internet connectivity, phone systems, network systems, and other technological office equipment
10. Uses a methodical approach to solving problems and records and explains it relating to network operations in the completion of the work.
11. High levels of English reading, writing, speaking, and comprehension.
12. Moderate levels of active listening, critical thinking, learning, coordination, instructing, service orientation, installation, time management, and organization.
13. Moderate levels of mathematics including a working knowledge of arithmetic principles and their application in measurement.
14. Positive attitude, strong work ethic, ability to work under pressure, and be a fast learner
15. Ability to work as a contributing member of a work team or environment
16. Ability to follow written and oral instructions
17. Ability to establish and maintain effective working relationships with other employees and the public
18. Ability to communicate effectively, both verbally and in writing.

Competencies

1. Associate degree in computer science or networking and 2 years of IT Support experience OR a combination of education and experience that enables performance of all aspects of the position.
2. Criminal background check required

Supervisory Responsibility

This position has no supervisory responsibility but must demonstrate leadership.

Physical Demands

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.

PHYSICAL ACTIVITY REQUIREMENTS

- Employee is responsible for wearing and maintaining personal protective equipment.
- This job requires the ability to stand for extended periods of time.
- This job requires the ability to see, whether naturally or with vision correction tools (glasses, contacts).
- This job requires the ability to hear, whether naturally or with hearing correction tools (hearing aid) in order to communicate with co-worker/supervisors/customers, and to recognize audible warning devices from trucks and equipment.

<ul style="list-style-type: none"> • Must have the ability to be on one's feet regularly and use hands, arms, and legs repeatedly on the job. • Specific vision abilities required by this job include: close vision, color vision, peripheral vision, depth perception and ability to adjust focus. • Work frequently occurs in confined areas. • The noise level in the work environment is sometimes loud. 			
Primary Physical Requirements		Other Physical Requirements	
Lift up to 10 lbs.:	Performed regularly	Twisting:	Occasionally performed
Lift 11 to 25 lbs.:	Performed frequently	Bending:	Performed frequently
Lift 26 to 50 lbs.:	Performed frequently	Crawling:	Occasionally performed
Lift over 50 lbs.:	N/A	Squatting:	Occasionally performed
		Kneeling:	Occasionally performed
Carry up to 10 lbs.:	Performed frequently	Crouching:	Occasionally performed
Carry 11 to 25 lbs.:	Performed frequently	Climbing:	Occasionally performed
Carry 25 to 50 lbs.:	Performed frequently	Balancing:	Occasionally performed
Carry over 50 lbs.:	N/A	Work Surfaces	
Reach above shoulder height:	Occasionally performed		
Reach at shoulder height:	Performed frequently	In Avg. 8 hour Day Employee is Required to:	
Reach below shoulder height:	Performed frequently	Sit	
		Consecutive Hrs.	1 2 3 4 5 6 7 8
Push/Pull:	Performed frequently	Total Hrs.	1 2 3 4 5 6 7 8
Hand Manipulation		Stand	
Grasping:	Performed frequently	Consecutive Hrs.	1 2 3 4 5 6 7 8
Handling:	Performed frequently	Total Hrs.	1 2 3 4 5 6 7 8
Torquing:	Occasionally performed	Walk	
Fingering:	Performed frequently	Consecutive Hrs.	1 2 3 4 5 6 7 8
		Total Hrs.	1 2 3 4 5 6 7 8

Work Environment

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.

1. Work is performed indoors with some potential for exposure to safety and health hazards related to electronics work. Requires travel to satellite sites.
2. high, precarious places and is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock.

Position Type/Expected Hours of Work

This position is classified as non-exempt full-time. Standard days and hours of work are Monday through Friday, 7:30 a.m. to 4:30 p.m. However, the position requires the ability to work during nonstandard hours when the need arises.

Travel

Local travel may be required between facilities.

Additional Eligibility Qualifications

None required for this position.

Work Authorization/Security Clearance (if applicable)

Must be authorized to legally work in the United States
Must be able to get to and from work on a consistent basis

AAP/EEO Statement

City of Barre provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, City of Barre complies with applicable state and local laws governing nondiscrimination in employment in every location in which the City has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

City of Barre expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of City of Barre's employees to perform their job duties may result in discipline up to and including discharge.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.