# City of Irving Job Description

## Systems Support Specialist

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| **FLSA Status:** | Non-Exempt | **Job Department:** | Information Technology |
| **Job Code:** | 13292 | **Reports To (Job Title):** | IT Planning & Support Manager |

## PURPOSE

To install, patch and administer the police and fire technology systems.  Participates and leads Information Technology projects and assists IT Management when needed. Responsible for troubleshooting software, operating systems, networking problems and customer issues by being able to recreate in support lab environments and by diagnosing complex issues. Effectively communicate solutions to customers.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Work with hardware and software vendors on installation, project coordination, maintenance and emergency response.
- Assist in group membership and security configuration maintenance.
- Configure workstations such as OS, applications, email, printers and remote access as required.
- Respond to police and fire employee Help Desk requests on all IT related issues.
- Maintain PCs, cellphones, mobile device computers, desktop printers, network printers and other IT equipment.
- Install or repair computer hardware and printers.
- Diagnose and repair network connectivity problems including hardware, software and cabling issues.
- Create and public documentation in a customer focused knowledge centered support environment.
- Maintain hardware and software inventory.
- Monitor the network operations center.
- Assist in maintaining system servers.
- Windows server operating system installs, patching and administration.
- Coordinate or lead assigned internal projects.
- Performs related duties as assigned.

## OTHER DUTIES AND RESPONSIBILITIES

- Must maintain confidentiality of undercover police operations.

## SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

**FINANCIAL / BUDGETARY RESPONSIBILITY**

While performing duties, this position exercises responsibility over substantially-valued I.T. Infrastructure.

**QUALIFICATIONS:**
The requirements listed below are representative of the knowledge, skill, and/or ability required.*

### EDUCATION

- Equivalent to an Associate's Degree from an accredited college or university with major course work in Computer Science, Information Systems or a closely related field.

### EXPERIENCE

- Three (3) years of increasing responsibility in maintaining and supporting modern, state of the art systems.

### CERTIFICATES, LICENSES, REGISTRATIONS

- CJIS Security training, TLETS/NCIC 8 hour training (within 2 months of hire)
- Appropriate, valid state-issued driver's License

### KNOWLEDGE OF

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.
- Windows Server 2003-2012, Citrix, Windows 7 and 10, MS Office 2007-2016,TCP/IP networking theory/application.

### SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Reading Comprehension: Understanding written sentences and paragraphs in work documents.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.

- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Database Development: Programming the indexing, storing, and retrieving documents.
- Service Orientation: Actively looking for ways to help people.
- Speech Recognition: Identifying and understanding the speech of another person.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.

## GUIDANCE RECEIVED

**General Standards**
A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

## CONTACTS

Internally, this position will regularly interact with all levels of police and fire staff, as well as Directors, department employees and IT Staff. Externally, this position regularly contacts vendors and support agencies.

## EQUIPMENT AND PROPERTY

Office machinery includes computers, various software, server equipment, and printers/scanners.

## 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.*

The employee frequently is required to carry, grasp, handle, feel, kneel, lift up to 25 pounds, listen, see, sit, talk, and/or walk. Occasionally, s/he is required to balance, pull, push, reach, stand, and/or stoop.

**WORK ENVIRONMENT**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually quiet.

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

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.