



Hurricane Valley Fire

Job Description

Information Technology Specialist



FLSA Status: Exempt

Pay Range: 35 (2,714.83 - 3742.45 Bi-weekly)

Benefits: Full benefits package including participation in the Utah State Retirement System, paid sick, holiday and vacation leave, medical, dental and vision insurance, employee assistance program, employee wellness program and participation incentives.

GENERAL PURPOSE

Under the broad supervision of the Chief Administrative Officer manages all District computer network planning, administration, and operations activities. Also performs a variety of complex professional and technical duties related to the installation and maintenance of the District computer network and communications hardware and software systems including network and application servers, routers, Firewall, LAN, WAN, VOIP phone systems, PC workstations, entry access door systems, audio-visual equipment, remote training systems, communication device activation and tracking, fire station alerting, paging and employee emergency notification systems. Is responsible for the IT disaster backup and recovery systems, the configuration and installation of network and internet security and network software packages used by the District. Coordinates the work of the contracted network providers.

EXAMPLE OF DUTIES

- Plans, administers, and manages all computer network functions for the District. Ensures the network is operating at maximum efficiency with proper security. Manages the fiber, digital and analog data connectivity for multiple District locations and wireless access systems. This also includes cloud-based applications such as Emergency Reporting Fire and EMS Report Management System, VOIP phone systems, door controller software and other programs.
- Manages the maintenance and software updates to all servers in the District including Active Directory, Microsoft Windows, Palo Alto firewall, Windows File servers. Manages our disaster recovery and back-up server and systems.
- Oversees all installation and functions of the VOIP telephone system. This includes various switches in multiple District buildings as well as telephones.
- Maintains an in-depth knowledge of the full scope of the Information Technology Division to include data processing, telecommunications, and telephone systems. Manages the above programs in an efficient and cost-effective manner by overseeing bids and contract negotiations with IT vendors.
- Serves as the security officer for the network.

- Deploys and maintains the Palo Alto firewalls, cryptography systems, and all network host security activities.
- Works with management to determine resource requirements, budget, and personnel needed to preserve the network in a productive status. Evaluates end user needs and recommends appropriate equipment and software configurations.
- Preserves system integrity for all computers within the District. Ensures District's network and personnel comply with all operating system licenses for servers and desktop and remote PC's to ensure the legality of usage.
- Manages wireless connectivity for District use. Ensures wireless connections are secure and safe and meet FBI requirements for 128-bit encryption.
- Oversees and installs complex software for desktop maintenance, including desktop management and software delivery systems, creating install packages, and deploying system updates.
- Assists with the acquisition and directs the installation of new network hardware, PC computer, hardware, and software systems.
- Provides training to District staff in the use of their computer systems.
- Manages network infrastructure including development and implementation of wiring configuration standards connectivity solutions, overall network operation systems, network software, server hardware configurations, network file systems, directory structure and LAN/WAN system integrity and security. Responsible for the installation and configuration of all network hardware and software.
- Assembles and installs PC hardware, investigates, and resolves routine hardware and communications problems.
- Distributes and manages server storage space allotments.
- Analyzes system or application usage and plans for growth or increases in network.
- Understands and uses PC computers, including peripheral devices and use of windows operating systems. Performs system administrative duties and installs operating system and application system software.
- Understands principles of data communications including SNA/SDLC networks including Ethernet and token ring, modem setup and installation, and problem determination and resolution.
- Installs, maintains, and assist with remote training and audio-visual systems and production.
- Activate and tracks communication equipment.
- May represent the District with communication networks and radio providers.

- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Assists management in preparing the IT budget by recommending purchases of hardware, software and system maintenance items needed to operate the network, servers and desktop PC's.
- Researches, configures, and installs personal computer software packages, software upgrades, PC support, emulation, internal/external modems and upgrades to hardware and software to meet user needs.
- Works with other Department/Division managers, assists in performing needs assessment and strategic IT planning. Maintains ongoing communication with all District managers and operations personnel to improve operations, meet needs and resolve problems with new and/or existing systems.

Maintains District intra and internet sites.

- Selects, develops and/or maintains customized District computer programs and social media sites.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

- Requirements:
 - Requires valid Utah Driver's License
 - Pass a criminal history background check
 - Pre-employment drug screen

EDUCATION, EXPERIENCE, CERTIFICATIONS

- BS Degree in Computer Science or related field plus six (6) years of computer experience working with networking infrastructure and WAN networks (Microsoft, Cisco and Linux certifications preferred) **OR** any equivalent combination of education and experience preferred. Probationary Period: A one-year probationary period is a prerequisite to this position.
- Knowledge of:
 - Working knowledge of LAN, MAN and WAN topologies and architecture, including Multi Vlan architecture. Must be able to construct, operate and maintain LAN, MAN and WAN Networks. A complete knowledge of gigabit and ethernet topology interfacing with network IP phone systems. Must be able to research and solve associated problems.
 - A complete knowledge of network equipment such as switches, routers, hubs and how to construct and maintain networks. Must also have a working knowledge of the software control systems for networks.

- Working knowledge of Microsoft Server and PC operating systems –cluster management and Microsoft.
- Must have knowledge of Palo Alto firewall servers and security background and application security programming.
- Understands, installs, and configures network equipment utilizing varied protocols such as TCP/IP, IPX/SPX, Microsoft protocols.
- Must have a working knowledge of IP Telephony and QOS service implementation for VOIP network-based phone systems.
- Working knowledge of PC hardware and components including processors, mother boards, accessories, cards, peripherals.
- Working knowledge of PC/LAN application software including word processing. Some administration in database management and development tools. Must be able to install, configure, and administer those systems.
- Ability to model programs and systems to needs of users for desired results. Must be able to understand and follow oral and written instructions and explain technical material.
- Develop effective working relationships with vendors, customers, co-workers and administration.
- Ability to analyze local and WAN network problems, as well as AS/400 connectivity problems and resolve issues efficiently.
- Ability to train users on network concepts and methodologies as well as specific application utilization and configuration.
- Ability to interface with technical and engineering personnel in order to discuss technical issues pertaining to problems, purchases or technical specifications.

SPECIAL REQUIREMENTS

- Flexible work schedules, occasional evening and weekend work.
- Communication Skills:
 - Contacts with other governmental agencies, furnishing and obtaining information.
 - Contacts requiring tact and judgment to avoid friction.
 - Outside contact with public presenting and obtaining data.
 - Frequent contacts with major executives on matters requiring explanations and discussions.

- Must have excellent written and verbal communication skills.
- Establishing and maintaining effective working relationships with employees, elected officials, department heads and citizens.

TOOL, MACHINE, AND EQUIPMENT OPERATION

- Personal computer, including word processing and spreadsheet software; network equipment and software.
- Network installation tools.
- Small hand and power tools necessary for computer and network installations.

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.
- While performing the duties of this job, the employee is frequently required to sit; talk or hear; use hands to finger, handle, feel objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk.
- The employee must occasionally lift and/or move up to 80 pounds. Regular use of a personal computer, copy machine and cellular telephone.
- Analytical Ability:
 - Organize, delegate and establish meaningful goals; communicate effectively verbally and in writing.
 - Evaluate and analyze data to make recommendations.
 - Implement programs.

WORKING CONDITIONS

- While performing duties of job, employee typically handles office equipment, objects or controls.
- May periodically bend, stoop, or crouch.
- Frequently has contact with employees and the public.
- Employee will sit or stand for long periods of time.
- Work is performed primarily in an office, fire station and networking settings. The noise level in the work environment is usually quiet.

- Work locations may also occasionally include emergency scenes where noise levels and environmental conditions may exceed office levels.

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. The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.