

THE CITY OF PORTALES, NEW MEXICO

POSITION POSTING #2013-061

POSITION: INFORMATION TECHNOLOGY TECHNICIAN II
DEPARTMENT: TECHNOLOGY
STATUS: EXEMPT
REPORTS TO: INFORMATION TECHNOLOGY DIRECTOR
SHIFT: FULL-TIME, REGULAR
SALARY: MINIMUM \$33,300-57,351

GENERAL DESCRIPTION:

In direct support of City operations, under the supervision of the IT Director helps in the planning of the overall policies and goals for the information technology department. Assist the IT Director with analyzing the needs of the departments and implements the overall strategic goals of the organization's network system. Evaluates and recommends changes to current and future information technology requirements to meet the organization's needs. Acts as IT Director when required.

TASKS AND RESPONSIBILITIES:

Responsible for the performance and availability of all network systems, wired and wireless. Analyzes network and recommends upgrades/changes; responsible for all aspects (software and hardware) of organization's network systems. Recommends, implements, and maintains network architectures. Responsible for the hardware and software used for the City's Voice Over IP telephone system. Assembles new computer systems and/or performs hardware upgrades. Installs operating systems, new software releases, system upgrades, evaluates and installs patches and resolves software and hardware related problems, performs system backups and recovery. Maintains data files and monitors system configuration to ensure data integrity. Sets up audio/video equipment and provides operation support for numerous meetings. Install, update and troubleshoot specialized software packages and local database programs.

Follows established policies and procedures regarding how problems are identified, received, documented, distributed, and corrected by managing a work order request/scheduling database system. Maintains knowledge database of all work related issues. Evaluates new information systems products or services and recommends changes to existing products or services to better aid the end user.

Although the following are typical of the tasks and responsibilities routinely performed, additional duties and/or responsibilities requiring comparable or lesser skills, knowledge, or dexterity may be assigned.

1. Ensure the security and integrity of Internet connections, servers, network and data.
2. Maintain working relationships with hardware, software, and service vendors.
3. Troubleshoot printers and other network components; tracking all problems completely through resolution.
4. Maintain expert knowledge of computer hardware, network, and operating system software.
5. Assist with researching the technology needs of the City and implement the preparation of hardware configurations and product service requirements.
6. Maintain procurement and asset management records as well as documents pertaining to computer acquisitions, renewals, installations, and maintenance.
7. Coordinate activities relating to the procurement of computer hardware and software.
8. Manage video conferencing and cable television equipment.
9. Perform Webmaster duties for the City internet and intranet.
10. Assist with the issue, tracking and maintenance of City cell phones.
11. Assist with the planning, preparation and justification of the yearly department budget.
12. Work on special assignments, projects, and serves on committees as directed.

KNOWLEDGE, EXPERIENCE, AND SKILLS:

1. Bachelor's degree in Information Technology, Computer Science or a closely related field or demonstrated equivalent of 8 years of experience.
2. Experience in the field and/or certification in Microsoft Certified Systems Engineer (MCSE).
3. Familiar with a variety of the field's concepts, practices, and procedures.
4. Familiar with audio and video equipment operations
5. Relies on extensive experience and judgment to plan and accomplish goals.
6. Must be a self-starter, capable of performing a multitude of task within a small Department.
7. Strong organizational skills a must.
8. Strong oral and written communicative skills required.
9. Strong interpersonal relationship skills a must.
10. Flexibility to adapt decisions or actions to facilitate the most productive work environment for all City Departments.
11. Webmaster experience to include setup of IIS, webpage design and development, site maintenance and update knowledge using java, pearl and html.
12. Knowledge of installation and maintenance for Exchange Server 2013, Windows Server 2012, Windows Server 2008r2, Windows 7 Pro and Microsoft Office 2010.

WORK SCHEDULE:

The regular work week is 40 hours; however IT Staff are on call 24/7. Nights and weekend/holiday work may be required. Schedule to be established at time of hiring and is subject to change.

DEADLINE TO SUBMIT REQUIRED APPLICATION: by 5:00 p.m., Friday, December 20, 2013.

EOE