



Position: Senior IT Specialist	Position Number:
Department: Information Technology	FSLA: Non-Exempt
Reports to: IT Systems Manager	Salary Grade:

DEFINITION:

To perform responsible technical duties in support of YECA technology including installing, configuring, and troubleshooting workstations, applications, and servers; to install, configure, and maintain Microsoft Active Directory, VMware vSphere network; and to provide other support duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is the single level class where employees within this class perform the full range of technical information technology support activities. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision from the Information Technology Manager.

EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only):

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Diagnose and resolve issues with the computer aided dispatch (CAD) system, including, but not limited to, software issues, connectivity issues and system lag; manage data for locations, incidents, personnel, and Fire response plans.
- Create custom reports for internal and member agency purposes.
- Maintain YECA’s website and intranet content; create reports on website usage, analytics and other data-driven insights.
- Support various applications; assist with troubleshooting software issues and assist with installation, updates and configurations.
- Build and configure servers to host applications, including the set-up of operating systems, configuring of software, and managing server security.
- Manage Active Directory user access and permissions, enforcing security policies, software installations and other configurations.
- Provide technical assistance to users including troubleshooting hardware, software, and network issues.
- Participate as an on-call emergency contact, as part of a rotational schedule.
- Represent the YECA with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.

- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other YECA employees and the public using principles of good customer service.
- Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of:

- Methods for installing, configuring and maintaining computer systems.
- Use of servers and storage in a virtual environment.
- Principles and practices of information technology.
- Active Directory structure and functions.
- Microsoft Windows operating systems.
- Principles and techniques of a variety of desktop operating and data communications systems.
- Principles and techniques of installing, repairing, and maintaining desktop hardware and software and peripheral equipment.
- Principles and techniques of advanced troubleshooting for desktop computer and printers in a network environment.
- Project management methodologies.
- Pertinent local, State and Federal laws, ordinances, rules and regulations.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

Ability to:

- Independently provide technical information technology support.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.
- Operate a variety of workstations, servers, operating systems and network infrastructure.
- Analyze and resolve complex technical problems.
- Read, understand, and apply information from technical manuals.
- Diagnose and repair or instruct users in resolving hardware and software problems.
- Train and instruct users in Microsoft Operating Systems and Office Suites, e-mail and internet use and use and operation of a variety of peripheral equipment.
- Maintain confidentiality as necessary.
- Independently perform personal computer hardware and software customer support duties including system installations, problem correction, and repair of equipment.
- Explain department and YECA policies regarding use of computer and communications systems.
- Effectively troubleshoot, diagnose, and resolve hardware and software issues.
- Prioritize work in order to meet deadlines and maintain schedules.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.

- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of YECA goals, objectives and activities.

Education and/or Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Education:

Equivalent to a Bachelor's Degree with major coursework in Computer Science, Information Technology, or another field of study applicable to the responsibilities and requirements of this job class.

Experience:

5+ years of progressively responsible information technology support experience that included installing, configuring, and troubleshooting workstations, applications, and servers.

Licenses and/or Certifications:

Industry recognized certifications in information technology related fields will be considered as part of the experience or education requirements for this position

Working Conditions:

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Some duties may require work outside of normal business hours including evenings and weekends.