Agenda Item No. 03

Date 08-08-2016

Council Agenda Report

Date: August 8, 2016

Prepared by: Ginger Heatwole, Finance Director

Submitted by: Sandra Tripp-Jones, City Manager

SUBJECT: Information Technology Assistant Job Description

Recommendation: That Council approve the job description for an Information Technology Assistant.

Discussion:

In the FY17 budget, a new position has been added for a Information Technology Assistant in the IT Department. This full time position will provide oversight of purchasing and grants. The job description attached elaborates on the main duties this employee will be performing. The position will not be filled until the FY17 budget has been approved by Council.

Fiscal Impact: The position is in the 2017 budget for $31,140.

Approved by:

Code No.: _____
Pay Grade: 9
Pay Range: $29,521 - $44,904

City of Cambridge, Maryland

CLASS SPECIFICATION

INFORMATION TECHNOLOGY ASSISTANT

DEFINITION OF CLASS: The Information Technology Assistant is a responsible administrative position within the City of Cambridge. This individual assists the Information Technology Coordinator in monitoring the engineering, administrative, and services departments with technology needs and analyzes the technology infrastructure and service delivery needs of the City as well as enabling the delivery of reliable business applications and computing capabilities across the City. Assists in assessing performance of IT systems and operations to ensure productivity levels and maintain and plan systems upgrades as warranted. Assists in maintaining and developing the City's Information Technology infrastructure and creative enhancement. The employee reports to the Information Technology Coordinator. This position is classified position

EXAMPLES OF DUTIES (Includes, but is not limited to):

Ensures efficient and effective management of the respective IT infrastructure and service delivery teams as they provide support for their respective environments;

Assists in establishing and pursuing a standard operating environment (SOE) across the City;

Helps to minimize downtime or performance degradation; identify and mitigate issues;

Helps to reduce business risks in the environment and ensure sustained, secure and effective operation of all IT infrastructure;

Assists with and builds vendor relationships, contracts, and procurement activities;

Maintains knowledge of best practices related to IT infrastructure and emerging technology; research new IT infrastructure technologies which may offer advantage to the City

Assists in developing and providing in-house technical training seminars to improve overall employee awareness, collaboration, and effectiveness

Assists in ensuring long-term requirements of system operations and system planning and administration are included.

Assists in implementing operating system enhancements that will improve the reliability and performance of the City's service.

Understanding of TCP/IP network architecture and implementation.

Proficiency with Microsoft Office and other productivity and graphics suites.

Assists IT Coordinator with identifying and resolving problems in a timely manner; Gathers and analyzes information skillfully, develops alternative solutions, works well in

group problem solving situations;

Helps to develop strategies to achieve organizational goals; Understands organization's strengths & weaknesses;

Assists with analyzing market and competition; Identifying external threats and opportunities; Adapts strategy to changing conditions.

Helps plan and organize Information Technology needs - Prioritize and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives

Assists in upgrading, patching, hardening, and troubleshooting both new and legacy Windows/Linux - based AD solutions.

Assists and maintains server and network security.

Assists troubleshooting, systems backups, archiving and disaster recovery and provides support when necessary.

Assists with analyzing users' needs. Recommends appropriate network configurations to meet they City's needs and departmental standards

Assists in implementing and managing gateways, remote access servers, and domain servers.

Assists and performs preventative maintenance on servers

Analyzes, recommends, and evaluates new hardware and software.

Assists IT Coordinator in developing and recommending budgetary consideration with regard to the City's information technology needs.

Helps and assists in developing Internet utilization use and policies.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Graduation from an accredited college or university with an Associates in Science Degree in Computer Science, or related field.

Minimum of five (2) years of work experience in a related profession may be substituted for a maximum of 2 year of college requirements.

The ability to work effectively with personnel at all levels within the City; the ability to concurrently help with projects and operations; and good verbal and written communication.

Experience in configuring and managing networks and a mix of physical and virtual topologies.

Ability to work independently and as part of a team.

Ability to install, integrate, operate, and maintain network hardware and software

Ability to test, certify, and troubleshoot and resolve network problems

Assist in the integration and management of the network and connectivity of other networks, platforms, and protocols.

Ability to establish and maintain good public relations with other departments, employees, and the general public.

Ability to communicate effectively orally and in writing.

Ability to deal courteously, tactfully &equitably with City employees and the public.

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LICENSE:

Possession of a valid "Class C" Maryland driver's license. License is to be in good standing and acceptable by the City of Cambridge's insurance company.

PHYSICAL ABILITIES

Requires the ability of function primarily indoors in an office environment engaged in work of primarily a moderately active nature.

Ability to use small hand tools, including those of battery/electrically operated, requiring manual dexterity.

Requires ability to lift 30 to 50 pounds on a regular basis. Work may require moderate to physical exertion and/or physical strain.

Requires cardiovascular fitness to walk 400 yards over varying terrain.

Requires sufficient ambulatory ability to move about the office, outdoor field locations, attics and crawlspaces, and to bend, stoop, reach, and climb.

Requires near and far visual acuity to read detailed maps, drawings, other printed material, computer screens, observe moving objects, and observe physical layouts.

Willingness to work fixable hours.

Requires manual and finger dexterity to write and to operate microcomputers and other office equipment.

Requires the ability to alternatively sit and stand for sustained periods of time.

CONFIDENTIALITY: Individual has access to department reports contained in records and access to records management system(s) and servers; confidentiality must be maintained during performance of regular position responsibilities.

OTHER:

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classifications Established: _____
Classification Revised: _____

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