

South Jordan City

Job Description

Title: Temporary I.T. Support Specialist
Org: 100310
Pay Grade: GH15

Effective Date: 11/26/2024
FLSA: Non-Exempt
Workers Comp: Clerical

This is an “at-will” position. The employee or the City may end the employment relationship at any time, with or without cause or explanation.

GENERAL PURPOSE

Perform a variety of administrative and technical duties related to the administration, operation and maintenance of city-wide information technology systems and voice/text communication systems.

SUPERVISOR

Chief Technology Officer

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee’s manager.

Job attendance is required, except for authorized leave. All or a majority of the essential job duties may be performed from a remote location when mutually agreed upon with supervisor.

Provide computer hardware and software applications support to South Jordan City employees.

Perform daily account administration, troubleshooting, upgrading and general use of the latest products used internally by the city.

Assist customers in resolving network, Internet/intranet connectivity issues.

Process escalation and notification of issues to the appropriate personnel.

Support computer users’ needs/questions regarding the usage of common office desktop applications such as word processing, spreadsheets, databases, e-mail, graphics, web applications, etc.

Some, 40% or less of the essential job duties may be performed regularly from a remote location upon authorization

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Associates Degree from a regionally accredited college or university with major course work in in computer science, information technology or other related field

AND

B. One (1) year of experience related to above duties;

OR

A. Graduation from High School or G.E.D.

AND

B. Four (4) years of related experience in the above job duties

2. Special Qualifications:

Valid Utah Class D Drivers License

3. Knowledge, Skills and Abilities:

Knowledge of advanced principles and operating procedures of computer systems and related equipment; personal computer hardware and software products, peripheral equipment and its interface with a mainframe; operational characteristics, services and activities of an agency-wide computer program.

Skill with common office desktop applications such as word processing, spreadsheets, databases, e-mail, graphics, etc.; proven trouble-shooting techniques; skill with local area networks (LAN) and wide area networks (WAN).

Ability to understand network protocol & communication concepts; familiar with data back-up and security concepts; understand common printing technologies; familiar with web-based publication/web hosting and Internet technologies; familiar with voice communications systems such as PBX switches; possess knowledge of electronic technologies and basic electronic theory.

Ability to communicate effectively both oral/written; possess strong problem solving skills; display leadership and organizational skills; ability to multi-task and manage time effectively under minimal supervision; be self-motivated; recognize work-flow inefficiencies, recommend, and be able to plan and implement effective solutions; be supportive of team goals and be able to work in a team environment.

Ability to work quickly and accurately under time pressures to meet deadlines; ability to develop and maintain effective work relationships with co-workers and the public.

Must display strong customer service skills.

4. Working Conditions:

Incumbent of the position provides service to all City facilities. Tasks require a variety of physical activities, involving limited muscular strain, such as lifting & transporting small electronic equipment, stooping, crawling, sitting, reaching, twisting, talking, hearing and seeing. Common eye, hand, and finger dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability, critical thinking and guided problem solving. Frequent local travel may be required.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	I.T. Support Specialist	EEO-4 Class:	Tech
Location:	Information Services	EEOP Class:	Tech
Group/BU:	General Pay Plan	Tech-Net Match:	870