SOUTH KING FIRE & RESCUE
JOB DESCRIPTION

INFORMATION TECHNOLOGY SPECIALIST **Non-Exempt**

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JOB DESCRIPTION

TITLE: **Information Technology Specialist**

DEFINITION:

This is a technical position dealing with the support of computer systems and related technologies.

SCOPE OF RESPONSIBILITY:

This position is accountable to the IT Manager to assist in the day-to-day planning, coordination, implementation, maintenance, and operation of South King Fire & Rescue's computer systems and related technologies. Relies on pre-established guidelines to perform some functions of the job.

WORK WEEK AND HOURS:

The defined "work week" begins on Monday and ends on Sunday. This position regularly operates five days per week; (Monday-Friday), eight hours per day with a half hour unpaid lunch. Hours worked in excess of 40 hours per week are paid at the overtime rate of 1.5 times (X) the regular hourly wage. Determination and changes to the work schedule are at the sole discretion of South King Fire & Rescue.

SUPERVISION RECEIVED:

The IT Specialist reports directly to the IT Manager.

ESSENTIAL FUNCTIONS:

The IT Specialist is responsible for:

Help Desk related requests: Provides support to end users on a variety of issues. Identifies, researches, and resolves complex technical problems. Responds to help desk ticketing system, telephone calls, e-mail and personnel requests for technical support.

Computer and Peripheral deployment and support of: Workstations and Mobile Devices; Multifunction Copiers and Printers; Multimedia Projectors and TV's; and all other miscellaneous hardware used by the department and supported by the IT division.

Assists with IP networks:

- Completes work orders such as installing equipment, connecting and moving networking devices
- Performs coax, cat6 and cat5e cable installations in commercial spaces

- Troubleshooting voice and data lines. Uses electrical testing equipment to resolve issues
- Develops documentation for patch panels, wall jacks, and cable management

Manages video conferencing systems:

- Perform technical support for video conferencing and multimedia systems
- Assist video conferencing facilitators with conference room set-up and operations
- Install, configure, upgrade and maintain video conferencing software, and audio/visual systems and equipment
- Assist with tracking and management of licenses, service level agreements renewals for video conferencing and multimedia systems
- Formulate strategies, develop plans and prepare technical documentation for video conferencing solutions

Maintains security monitoring and alarm systems:

- Assisting the IT team with troubleshooting installation/configuration issues for security software and IP cameras
- Troubleshooting proximity sensors and access control hardware
- Troubleshooting security alarm monitoring hardware
- Advises IT Manager with technical options and strategies for maintaining and enhancing district-wide building security
- Assist with documentation and perform end-user training
- Serves as a backup administrator to the electronic access control software

Supports IP phone systems:

- Programs Cisco IP phones from out-of-the-box to production
- Responsible for technical support and troubleshooting of all aspects of the Cisco IP Telephony system on the network
- Perform installations and upgrade within scheduled maintenance periods
- Create documentation and perform end-user training

Assist in maintaining IT equipment inventory and records.

Manages department radios, digital pagers, mobile phones and all other day-to-day operations, projects, and further related assignments as directed by Management.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Experience with installation, maintenance, and troubleshooting of an enterprise information technology infrastructure

Experience in troubleshooting and supporting of LAN/WAN and wireless topologies using TCP/IP

Ability to identify and repair hardware/software problems

Ability to plan, prioritize, and organize work schedule to maximize performance

Strong critical thinking, analysis, communication, and interpersonal skills

Excellent customer service skills

Self-starter who needs minimal supervision and can work independently

Highly motivated with a desire and ability to learn new technologies

Assist IT Manager in coordinating and supporting services provided by outside service providers

EDUCATION AND EXPERIENCE:

AS or BS degree in Computer Science, Management Information Systems, or related technical experience

1-3 years of experience in related Information Systems positions, or equivalent combination of education and experience.

SPECIAL REQUIREMENTS:

Must possess a valid Washington State driver's license with a driving record free from serious or frequent violations.

Must be physically able to lift and carry computer components (e.g., computers, monitors, printers, etc.).

All South King Fire & Rescue IT Staff may need to be available for a rotating “on call” status and schedule. Some after hours, weekends, and holiday work may be required and will be compensated per the Non-Contract Employees Handbook and FLSA regulations.

TOOLS AND EQUIPMENT USED:

Computers, laptops, monitors, printers, radio, telephone, related communications equipment, copier, fax machine, etc.

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 and talk or hear. The employee is frequently required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls, and to reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

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 noise level in the work environment is usually quiet.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

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The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.