SOUTH KING FIRE & RESCUE
JOB DESCRIPTION

INFORMATION TECHNOLOGY SPECIALIST **Non-Exempt**

DEFINITION AND SCOPE OF RESPONSIBILITIES:

The IT Specialist is the front-line support and training for end-users encountering troubles with technology. This is a technical position dealing with the support of computer systems and related technologies. The position is accountable to the IT Supervisor to assist in the day-to-day planning, coordination, implementation, maintenance, and operation of South King Fire & Rescue's computer systems and related technologies. All District 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 FLSA overtime regulations.

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 more than 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 Supervisor.

ESSENTIAL FUNCTIONS:

The IT Specialist is responsible for:

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

Computer and Peripheral deployment and support of workstations and mobile devices; multifunction copiers and printers; multimedia projectors and TVs, and all other miscellaneous hardware used by the District and supported by the IT division.

- Assists with IP networks:
  - Completes work orders such as installing equipment and connecting 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.

- Supports 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, audio/visual systems, and equipment.
  - Assist with tracking licenses and 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, access control hardware, and security alarm monitoring systems.
  - Advises IT Supervisor 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 security access control software.

- Supports IP phone systems:
  - Programs Cisco IP phones from out-of-the-box to production.
  - Responsible for technical support and troubleshooting 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 related assignments as directed by Management.

- Other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience installing, maintaining, and troubleshooting an enterprise information technology infrastructure.
- Experience troubleshooting and supporting LAN/WAN and wireless topologies using TCP/IP.
- Ability to identify and repair hardware/software problems.
- Ability to plan, prioritize, and organize work schedules 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 Supervisor 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.

OTHER REQUIREMENTS:

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

Must pass a criminal background, reference check and drug screening.

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.

Employee is frequently required to walk, stand, sit, talk and hear. Requires ability to utilize the telephone and manual dexterity to operate a personal computer and other standard office equipment. Frequently required to use hands to finger, handle, feel or operate computer keyboard, accounting calculator and to reach with hands and arms. Occasionally lift and move up to 50 pounds and carry computer components (e.g., computers, monitors, printers, etc.).

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

WORK ENVIRONMENT:

The position works primarily indoors. The work environment and noise level is typical of those encountered in a small office setting.

South King Fire and Rescue is proud to be an equal opportunity employer. We are committed to diversity and inclusion in the workplace and do not discriminate based upon race, religion, color, national origin, sex, sexual orientation, gender expression, age, disabilities, veteran status or other applicable characteristics protected by law. It is our duty to consider qualified candidates based on merit and provide equal opportunities to talented individuals.

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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. Modified 9-12-2022