Position Title:	**IT Network/Systems Specialist**
Department:	City Manager's Office
Division:	Information Technology
FLSA:	Exempt
Retirement:	KPERS
Effective Date:	April 1, 2024

GENERAL PURPOSE

This position provides support to the Director of Information Technology and all users of the City of Leavenworth KS. This position will ensure the stable operation of the computer networks and department applications to include planning, developing, installing, configuring, maintaining, supporting, upgrading and optimizing all network hardware, software, and communication links. Analyze and resolve end user hardware and software computer problems in a timely and accurate fashion, and provide end user training where required.

SUPERVISION RECEIVED

Works under the general supervision of the Director of Information Technology.

SUPERVISION EXERCISED

Generally none.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(Duties listed below do not include all tasks which may be performed.)

- Installs, configures, and maintains organizations' computer networks and systems.
- Installs and maintains network file servers and network operating systems.
- Ensures the managed backup service completes daily and maintains system documentation.
- Performs all software updates to the servers located in City data centers.
- Performs local and remote testing.
- Performs all functions required to prepare and install microcomputers and related equipment, including connections to the data communications network.
- Prepares and installs software and peripheral devices.
- Diagnoses and resolves software problems.
- Responsible for the oversight of preparing and coordinating the sending of equipment out for repair.
- Responsible for the oversight of ordering and inventorying spare parts, including the stripping of surplus equipment for usable parts.
- Evaluates requests for microcomputer services, develops alternate proposals, and recommends new applications.
- Assists in the development of proposals for the procurement of information technology systems and services.
- Monitors the help desk application, close tickets timely.
- Diagnoses problems with network equipment and performs equipment repair or upgrades when appropriate. Installs and configures network equipment to update or fix hardware or software issues.

- Installs, configures, and maintains multi-user software to be accessed from file servers.
- Administers and maintains end user accounts, permissions, and access rights using active directory and other tools.
- Installs, configures, and maintains network cabling and other networking equipment such as hubs, switches, and UPS.
- Oversees installation, configuration, maintenance, and troubleshooting of network connected end-user hardware, software, and peripheral devices
- Manages security solutions, including firewall, anti-virus, etc. Updates virus protection software to keep data and communications protected.
- Assists with maintenance of VOIP phone system.
- Assists users in maintaining the City's cellular and land line phone systems.
- Monitors computer systems to improve network performance for computer systems and networks.
- Communicates networking issues to employees and management, especially in training new users.
- Fixes software and hardware configuration issues for users on-demand or from inspection of the systems.
- Operates other information technology related equipment such as scanners, printers, plotters, graphics equipment, etc.
- Performs miscellaneous functions as required, including (but not limited to) calling vendors to report/resolve problems, assisting with demonstrations and site preparations, assisting in changing microcomputer location and assisting electricians in determining necessary wiring changes.
- Documents all work processes.
- Performs other related duties as assigned.

PERIPHERAL DUTIES
- Serves on various employee or other committees as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:
(A) Graduation from high school education or GED equivalent.
(B) A minimum of four years of computer systems experience with intermediate/advanced experience in maintenance, troubleshooting, installation, upgrading of IBM compatible personal computer hardware and software, Windows local and wide area networks, and experience with minicomputer multi-user systems as an operator and/or programmer.
(C) Associates Degree in Computer Science or related field **OR** equivalent combination of education and experience (in addition to the minimum) commensurate with AS or AA degree.
(D) Must successfully pass a background check, fingerprinting and NCIC certification required to maintain the various city systems.

Necessary Knowledge, Skills and Abilities:
Knowledge of:
- Fundamental knowledge of networking concepts
- Proven network engineering, network operations, and network performance analysis skills
- Hands-on technical troubleshooting capabilities
- Knowledge of computing infrastructures
- Familiarity with server management and monitoring tools
- Proficiency with scripting languages

- Data processing terminology, symbols, and methodology.
- General record keeping.
- Microcomputer hardware and software.
- Data communications networks.
- Working with Android and IOS devices.

Skills:
- Diagnose and resolve hardware and/or software problems.
- Prepare and conduct training and informational sessions.
- Public relations and public speaking.
- Exceptional critical thinking and problem solving ability
- Strong interpersonal skills to assist non-technical individuals with complex technical issues

Ability to:
- Operate information systems input devices.
- Plan, organize and prioritize tasks.
- Work independently under minimal supervision and complete daily activities according to work schedule.
- Read, write and speak English distinctly and clearly.
- Effectively present information verbally, and in writing, to individuals or groups.
- Follow oral and written instructions.
- Repair network equipment, servers and microcomputer components.
- Install microcomputers and related equipment.
- Prepare and install software packages.
- Work as a member of a team.
- Work under stressful conditions.

SPECIAL REQUIREMENTS
(A) Must possess a valid State Driver's License at time of application (and maintain for duration of employment) and meet insurability standards under fleet insurance policy.
(B) Ability to meet attendance requirements of position, which occasionally requires response to afterhours calls, as needed.

DESIRABLE QUALIFICATIONS
(A) Bachelor's degree in Computer Science or related field with three years or more experience as a programmer or systems administrator.
(B) Advanced knowledge and experience in hardware and software associated with personal computers, servers and Windows based local area networks, knowledge of and/or college course work in general business administration, public administration, and/or engineering.
(C) Programming ability with Microsoft and other widely used products.
(D) Experience in a local government organization.

TOOLS AND EQUIPMENT USED
Personal computer, including word processing and spreadsheet software; phone; copy machine; scanner and fax machine. Tools and test equipment required to test and repair computer and network equipment, peripherals, and cables.

Primary functions of this position involve work with a Windows based local area and wide area networks, Windows operating systems, personal computer hardware, Ethernet connections, and standard PC applications such as word processing, databases, desktop publishing, spreadsheets, presentations using Microsoft Office and computer aided design/drafting.

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.

Considerable manual dexterity with tools. Ability to work under stressful conditions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 75 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.

SELECTION GUIDELINES

Formal application and review of qualifications, education and experiences; testing which may include: written/practical examination or other job-related tests, oral interview; final selection; reference check; background investigation; and post-offer medical examination to include a drug screen.

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 position 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.

APPROVAL AUTHORITY:

Department Head	Date	HR Director	Date