



The City Beautiful

City of Coral Gables Job Description

Job Title: Information System Specialist
Department: Information Technology
Classification: 0109
Pay grade: 20C
FLSA: Non-Exempt

Prepared Date: 06/2013
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Summary

Monitors, maintains and provide technical support to users with computers, networks and telecommunications systems and applications.

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification.

Install, configure, monitor and maintain City network routers, switches, firewalls, VoIP and TDM PBX's that include hardware, software and cabling systems, such as: Cisco routers and switches, TCP/IP, DNS and DHCP servers, Microsoft Windows and Active Directory administrations, SNMP, LAN/WAN and VLAN technologies, Internet and Web server operations, Ethernet, fiber optics, Firewall, NAT, and low-voltage cabling infrastructure and standards.

Provide technical support for users to include systems, applications, client computers and mobile devices (i.e., desktop PCs, laptops, tablets, smartphones, cellphones, beepers and two-way radios.) Also perform data backup and end-point protection assignments, troubleshoot and resolve system problems. Make repairs and conduct scheduled maintenance tasks. Respond to on-call trouble tickets when required.

Performs other related tasks as required.

Knowledge, Skills, and Abilities

Ability to function in a team environment and able to work independently to analyze and resolve technical problems and assignments. Possess organizational, written and oral communications skills along with excellent customer services skills and technical knowledge such as Microsoft office automation products, operating systems, Cisco networking electronics, telecommunications devices and cabling.

Possess the ability to establish and maintain effective working relationships with employees, supervisors, other agencies and the public.

Be able to perform effectively under stressful situations.

Physical Requirements

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of telephone and personal contact as normally defined by the ability to see, read, talk, sit, stand, hear, read and write English; have hands to fingers dexterity to handle, feel or operate objects. Physical capability to effectively use and operate various items of office equipment; such as but not limited to a personal computer, printer, copier and fax machine.

Considerable amount of time spent using the computer. Work is predominantly indoors with a somewhat hectic paced environment with multiple (sometimes competing) priorities. Must be able to lift, carry and push articles weighing up to 30 lbs.

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

Minimum Education and Experience

Bachelor of Science Degree in Computer Science or a related field from an accredited college or university.

Cisco, Microsoft and CompTIA Certifications desired (i.e., CCNA, MCSA, A+, Security+ and Network+).

Valid Florida driver's license.