



## **CLASSIFICATION DESCRIPTION**

**TITLE: IT TECHNICAL SUPPORT ANALYST      JOB CODE: 14 (Exempt)**

### **GENERAL DESCRIPTION OF DUTIES**

Under executive direction, the purpose of the position is to perform highly skilled technical work in broad scale systems analysis, design and management for major installations and/or support systems of the City. Employees in this classification are responsible for providing technical support of network systems, applications, servers, desktop hardware and peripheral equipment, and Operating Systems City wide in processing automated data management functions. Performs responsible professional, technical duties with responsibility implementing and maintaining the City's technical infrastructure systems. Performs design and configuration functions as needed. General responsibilities include implementation of new and/or enhanced service offerings, adhering to policies and procedures to ensure the continued reliability and effectiveness of network and desktop systems, and providing technical support to City departments.

### **SPECIFIC DUTIES AND RESPONSIBILITIES**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Receives, prioritizes and responds to staff, end user and department requests for troubleshooting, maintenance and resolution to requests for support concerning major and integrated systems of the assigned functional areas.
- Provides project management for assigned major system installations, upgrades, and or modifications; may require management of multiple projects simultaneously to ensure adherence to critical paths and project goals.
- Provides advisement and consultation with management regarding the overall architectural vision of the assigned systems, problem anticipation and problem solving on an enterprise level. Participates in the development and implementation of Information Technology strategic planning.
- Assists in the design of systems specifications, documenting all hardware and network architecture and configurations, including specifications for building infrastructure modifications if required.

- Troubleshoots, maintains and repairs wired and wireless computer network and related systems, internet connections, telecommunications devices and related equipment.
- Ability to respond to requests for technical assistance in person, via phone, and electronically.
- Researches current trends and development in the industry to systems under charge; identifies where new solutions or enhancements to current systems may improve operational or functional efficiency of assigned systems.
- Monitors and analyzes systems performance; analyzes processes; defines and develops user requirements; and implements enhancement and integration of software applications.
- Assists in the maintenance of a City wide inventory of IT related assets. Identifies when systems applications, hardware, components or other peripheral devices of the assigned systems are near exhausting expected life-cycles; recommends implementations of new technologies accordingly.
- Assists in the development of complex Requests for Proposals, Quotes, Information (RFP, RFQ, RFP) for technology projects and systems, detailing specifications, minimum standards, desired outcomes, and project timelines where applicable.
- Assists in the development of disaster avoidance and recovery plans.
- Oversees assigned procurement functions specific to network and desktop requirements, vendor evaluation; and contract development and execution.
- Provides information concerning operational and/or mechanical problems, new products, or other issues as appropriate; acts in a consultative role regarding new policies.
- Provides technical assistance for various City meetings, to include audio visual systems support.
- Works collaboratively with information services professionals in integrating other discipline components, standards and protocols, e.g., security administration, database administration, automated electronic systems, data network, voice network.
- Maintains an awareness of new products, technologies, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; attends user group meetings, conferences, workshops, and training sessions as appropriate.
- Assists management in the development and implementation of industry best practices, policies and procedures pertaining to Network Services, Telecommunications and Desktop Support operations.
- Performs basic administrative duties including written reports, memorandums, letters, and electronic correspondence, interaction with others, and communication through telephone and meetings.
- Provide technical support after normal work hours when necessary.

- Responsible to participate in an on-call rotation to support City of Palm Coast Departments in a 24x7 support model.
- Performs related duties as directed.

### **MINIMUM TRAINING AND EXPERIENCE**

Associate's Degree in Management Information Systems, Computer Technology, Computer Science or related field; supplemented by three (3) years progressively knowledgeable and skilled experience in computer, peripheral and software/hardware operations and repairs or equivalent combination of education, training and experience.

### **LICENSES, CERTIFICATIONS OR REGISTRATIONS**

Microsoft Certified System Engineer (MCSE) preferred.  
Cisco Certified Network Associates (CCNA) preferred.  
Must possess and maintain a valid Florida Driver's License.  
Reference Certification Master List for eligible certification pay.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to effectively plan for and use technical and staff resources.
- Knowledge of the methods, tools, and techniques applied to systems analysis, evaluation and design for existing or new support systems in complex multi-platform networked environments.
- Knowledge of the principles, practices, and application of network design, utilizing Cisco equipment; LAN/WAN Switching; and infrastructure architectures including Ethernet, Gigabit Ethernet, and Fiber Channel.
- Knowledge of the principles, practices, and application of Windows server/advanced server, SQL server (standard and enterprise), Exchange messaging server, and VMWare.
- Knowledge of the various technical disciplines of the industry, e.g., web management, database management, voice and data network administration, security administration.
- Knowledge of the body of available and current information resources applicable to the department's functions for technical research and development purposes.
- Knowledge of various current technologies relevant to existing applications and/or upcoming installations, e.g., Microsoft technologies; report writers; relational databases; programming/scripting languages; web, server, and voice/data network technologies.
- Skill in reading and interpreting technical and trade journals, industry specific periodicals, product/manufacture specifications, and related technical information data.
- Knowledge of the operations and practices of local government.

- Ability to evaluate operational performance and implement changes; knowledge of project management techniques.
- Ability to evaluate, diagnose and develop solutions to potential and real operational and system deficiencies to ensure continued and non-disrupted service to system users.
- Ability to utilize personal computers, standard office equipment and standard software applications, e.g., word processors, database software, spreadsheet applications.
- Ability to establish and maintain effective working relationships with employees, division and department heads, public/private sector contacts, and City administration.
- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with a minimum of direction.

### **PHYSICAL REQUIREMENTS**

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 25 pounds.
- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.