

The Charter Township of Bloomfield, MI

Job Description

Classification Title	IT Support Specialist
Job Code	
FLSA Status	Non-Exempt
Pay Grade	107

GENERAL SUMMARY

Assists with the daily administration of a network/server and communications environment. Assists in cabling and equipment installations and repairs. Provides user and device support. Performs routine technology updates, trouble shooting and maintenance tasks.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Assists in administering and maintaining servers, backups, active directories, exchange mail, firewalls, and other hardware and software solutions as directed.
- Assists in planning, installing, administering and maintaining networks, a wide variety of security, phone, radio, emergency, and audio visual systems, cabling and equipment.
- Assists implementing, and maintaining network, software, and end user security plans.
- Performs backup and recovery procedures.
- Researches project requirements, cost estimates, and assists in the procurement, installation, maintenance, and upgrades for a wide variety of network, hardware and software solutions.
- Procures, configures, deploys, maintains and repairs computers, laptops, tablets, printers, wireless devices, phones, security cameras, and other equipment.
- Manages computer/communications software, hardware and equipment accounts and maintains accurate inventory, billing, support and warranty documentation.
- Installs, administers and maintains building security hardware and software including security camera, door access, alarm, and intrusion detection systems.
- Programs and operates proximity card database and card printer.
- Provides technical and user support and training for computer, phone, audio visual and other systems and equipment across all departments.
- Maintains and repairs the wireless transfer system for uploading car videos to the server.
- Collaborates with police records to export and redact videos.
- Provides technical and operational support for election activities as needed.
- Assists in maintaining and supporting the 911 Dispatch Center and Emergency Operations Center and other 24/7/365 on-call operations

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- Actively seeks, identifies and participates in educational and cross-training opportunities.
- Researches, evaluates and makes recommendations on industry related trends and best practices and products
- Performs other duties as required.

MINIMUM ENTRANCE QUALIFICATIONS

Education and Experience

- Associates Degree from an accredited college or trade school with course work in Information Technology, Computer Science or related studies.
- 1 to 3 years' experience
- Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities

Licenses or Certifications

- Valid driver's license

OTHER JOB REQUIREMENTS

- Pre-employment psychological evaluation
- Pre-employment background investigation

PREFERRED QUALIFICATIONS

None.

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Various computer software such as Microsoft Windows Servers and Exchange, Active Directory, Microsoft Office, etc.
- Networking concepts, hardware, software, security and cabling
- Telecom service providers, hardware and systems
- Building security systems and hardware
- Audio visual equipment and systems
- Vehicle tracking GPS systems and hardware
- Industry related trends and best practices and products
- Alarm notification systems and call recording systems
- Modern office procedures, methods and computer equipment
- Industry related safety precautions
- Relevant Bloomfield Township policies and procedures

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Skill in:

- Use of relevant computer systems and software

Ability to:

- Perform sensitive and complex tasks while under time pressure
- Perform and complete multiple duties concurrently and in a timely manner
- Prepare and read drawings, plans, schematic diagrams and sketches of networks and other technology systems
- Establish and maintain effective working relationships
- Communicate effectively verbally and in writing
- Work a flexible schedule as necessary, including 24/7/365 on-call duties
- Meet schedules and deadlines of the work
- Maintain the confidentiality of information and professional boundaries

WORK ENVIRONMENT/CONDITIONS

The work environment and exposures 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.

Work Environment	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Office or similar indoor environment			X
Outdoor environment		X	
Street environment (near moving traffic)		X	
Construction site	X		
Confined space		X	
Vehicle			X
Warehouse environment		X	
Shop environment			X
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are rude or irate	X		
Individuals with known violent backgrounds	X		
Extreme cold (<i>below 32 degrees</i>)		X	
Extreme heat (<i>above 100 degrees</i>)		X	
Communicable diseases	X		
Moving mechanical parts		X	
Fumes or airborne particles		X	
Toxic or caustic chemicals or substances		X	
Loud noises (<i>85+ decibels</i>)			X

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.

Medium Work – Ability to climb ladders and work in confined spaces such as attics. Ability to stand and walk for long periods of time. Exerting up to 35 pounds of force occasionally, up to 20 pounds of force frequently, and/or up to 20 pounds of force constantly having to move objects.

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