WILTON MANORS
JOB DESCRIPTION

POSITION TITLE: IT Support Analyst
JOB CODE: 2005
FLSA STATUS: Non-Exempt

GENERAL DESCRIPTION OF DUTIES

This is an entry level technical position supporting the City's enterprise hardware, software and network infrastructure. Responsibilities include, but are not limited to, supporting, maintaining and upgrading all City desktops, laptops, tablets, smart phones, printers, copiers, telephones, active directory accounts and related enterprise, and stand-alone software applications. Work is performed under direct supervision of the IT Manager.

ESSENTIAL JOB FUNCTIONS

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.

- Works within clearly-defined standard operating procedures to answer helpdesk calls, enter work orders, and ensure timely resolution for all enterprise hardware, software, and related peripherals.
- Responsible for monitoring, maintaining, and repairing all City computers, laptops, tablets, copiers, printers and related network equipment.
- Assists in configuring, imaging, and replacing computers and laptops using standard City deployment methods.
- Receives and creates work orders via the City's established methods; ensures they are completed in a timely manner and documented accordingly.
- Works with network technicians analyzing and correcting a variety of network problems.
- Works with telecommunications to set up and configure IP network phones.
- Directly supports the City's mobile workforce through the installation, maintenance, and upgrades of wireless devices including Wi-Fi and cellular data technology.
- Assists with creating, maintaining, and removing active directory user and computer accounts.
- Assists with the modification and documentation of enterprise security including computers, files, folders,, and active directory groups.
- Assists with monitoring and resolving networked devices for malware, spyware and viruses.
- Assists in tracking and logging software licenses in accordance with the City's enterprise and licensing agreements.

- Helps maintain an accurate inventory of all City-wide technology equipment.
- Performs related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of personal computer and laptop hardware with the ability to install, configure, and remove components
- Knowledge of Microsoft Office including Outlook in an Exchange environment
- Considerable knowledge of computer networking in an active directory environment
- Thorough knowledge of Microsoft Windows 7 and XP
- Basic iOS and android skills
- Knowledge of computer security risks and vulnerabilities
- Knowledge configuring and maintaining wireless technologies including cellular data
- Ability to learn and troubleshoot City-wide computer programs
- Ability to understand the City-wide network infrastructure and related enterprise devices
- Must be responsible using elevated permission in accordance with IT policy
- Ability to move and install moderately heavy computer equipment
- Ability to understand complex oral and written instructions
- Ability to establish and maintain effective working relationships with co-workers, supervisors, and vendors

MINIMUM QUALIFICATIONS

High school diploma or its equivalent plus two years of experience with personal computer operations or technical support. Successful completion of PC hardware and software training courses to include ***either*** Computer Services Technology courses at a technical school or Associates' degree relating to computer repair or support within one year of employment, ***or*** an equivalent combination of education, training, and experience which provide the necessary knowledge, skills, and abilities and other competencies necessary for success in the target position.

Preferred Certifications/Registrations

- A+ certification within six (6) months of employment
- Microsoft certification courses
- Must be able to successfully complete training and obtain certifications (if available) for new technologies utilized by the City

Wilton Manors is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Wilton Manors will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.