



VILLAGE OF HOFFMAN ESTATES JOB DESCRIPTION

INFORMATION TECHNOLOGY SPECIALIST II

EFFECTIVE DATE: 04/01/2022

DEPARTMENT: Information Technology	WORK LOCATION: Village Hall	FLSA STATUS: Non-Exempt
CLASS CODE:	RANGE: 20H	PENSION: IMRF
		UNION: NU
REPORTS TO: Information Technology Manager	LEVEL OF SUPERVISION RECEIVED: General direction	LICENSE/CERTIFICATES: Class D Illinois Driver's License A+ Certification and Network+, a CCNA or other applicable certification

SUMMARY:

The Information Technology Specialist II assists in the day to day support of the Village's technology infrastructure to ensure the flow of information among all Village computers and staff members; provides technical guidance and support for problem solving related to network infrastructure and devices such as switches, routers, wireless access points, mobile devices, personal computers and applications. The Information Technology Specialist II is expected to, with some supervision exercise some independent technical judgment and initiative in the resolution of system problems.

Responds to and interacts with vendors, employees, including supervisors, department Directors and elected officials within and outside the organization in a courteous, professional, and effective manner.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Fields calls for service as part of the Helpdesk. Performs basic to complex maintenance, upgrades and troubleshooting on a wide range of hardware and software resources, that includes but is not limited to printers, PCs, laptops and servers, switches, routers, firewalls, wireless access points with little additional supervision.	Daily 75%

2.	Assists with the overall operation of the network including routers, switches, firewalls, software and other systems essential to the operation of the organization.	Daily 50%
3.	Assists monitoring the Local Area Networks (LAN) and Wide Area Network (WAN). Assists with the management of network resources to include network printers, storage, directory structure, user rights, security and technical resources.	Daily 50%
4.	Assists with the daily administration and oversight of the network and computer systems. This includes the creation, deletion, and maintenance of user accounts, mailboxes, distribution lists, groups and all associated security parameters.	Daily 60%
5.	Assists with the management of the Village's backup environment to include the creation of backup jobs, deployment of backup clients, tape rotation, and restores.	Daily 10%
6.	Proactively identify, analyze, and resolve network and system problems, performance issues, and computer resource allocation.	Daily 60%
7.	Under the guidance of the Senior Information Technology Specialist, works on basic to complex projects.	As needed
8.	Keeps informed of changes in system software and hardware as well as industry standards and trends through professional publications, seminars and continuing education.	Daily 10%
9.	Insures compliance with established Village and Industry standards.	Daily 100%
10.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily 100%

JOB NO.	OTHER RELATED DUTIES
1.	Maintains and or contributes to department documentation including monthly reports, I.T. asset inventory, I.T. policies and procedures. Interprets data as well as provides detailed reports on various system functions and resources when required.
2.	Assists in the creating documentation detailing design and construction of all Village networks and their inter-connection for the purpose of architecting, delivering and maintaining a reliable and stable technology infrastructure appropriate to support the core mission of the department.
3.	Makes suggestions to improve software, systems and/or procedures.
4.	Professionally represents the Information Technology Department as a technical consultant on projects.
5.	Attends building, departmental and Village meetings and serves as a member of various employee committees and task forces when required or assigned.
6.	Requires after-hours support to include weekend work: scheduled and unscheduled rotation for 7x24 on-call support to perform maintenance on production systems, devices, and equipment or provide support for end users.

- 7. Performs other duties as required or assigned.
- 8. Follows Village and departmental safety rules and practices.

SUPERVISORY RESPONSIBILITIES: (Select one – required)

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. (**List specific responsibilities below**)

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- High school education with vocational training
- High school diploma or general education degree (GED)
- Two or more years of college coursework in related field
- Associate's degree (A.A.) from two-year college or technical school
- Bachelor's degree (B.A.) from four-year college or university
- Master's degree (M.A.)
- Doctoral degree (Ph.D)

Degree or coursework should be in...

Information Technology

Experience Level (Select one - required)

- No prior experience or training required
- Six months to one year related experience
- One to two years related experience
- Two to four years related experience

- Four to ten years related experience

Five years' minimum experience in Network Administration, Hardware/Software support, Microsoft Windows

Additional Experience (Select as appropriate)

- Experience in supervisory capacity...
- Experience in management capacity...
- Must meet the requirements as set by the Fire & Police Commission

Enter number of years required here

Enter number of years required here

Computer Skills (Select as appropriate)

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software

- Specialized applications or Certifications:

A+ Certification or Network + and CCNA or higher level certification

COMMUNICATION SKILLS:

English Language/Communication Skills (Select one)

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

- Fluency in foreign language skills is:
- A Plus Ability to speak and/or read, write and comprehend.
- Preferred
- Required

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

- Familiarity with administrative principles and practices.
- Ability to apply critical listening skills in a variety of contexts including supervisory and professional situations.
- Experience managing Active Directory, AZURE, O365, SQL, backup/recovery SAN/NAS and network troubleshooting.
- Experience with network switches and routers, wireless access points/controllers, firewalls, VPN, VoIP and unified communications.
- Experience with Computer Operating Systems and protocols including but not limited to Windows Server, Windows 10
- A working knowledge of Gigabit and Fast Ethernet networks to include cable and wiring standards.
- A working knowledge of IPv4, IPv6 and 802.11x protocols.
- Software licensing regulations.
- Follow verbal and written instructions.
- Good communication, interpersonal and teambuilding skills.
- Work independently and as a team.
- Set priorities and meet deadlines in a fast paced environment with frequent interruptions.
- Analyze and work to solve simple to complex system and software problems
- Spelling, grammar, and arithmetic.
- Communicate exceptionally well both verbally and in writing.
- Organize and manage projects and time.
- Multi task and maintain details.
- Work well under pressure.
- Present concepts, ideas and components effectively.
- Prioritize and troubleshoot software and hardware issues and resolve problems and good follow-through.
- Work independently using initiative and creativity as well as collaborate in a team environment.
- Analyze, develop, design and maintain databases.
- Analyze and work to solve simple to complex system and software problems.
- Distinguish trends in network, hardware and software problems.
- Differentiate as to when to alert appropriate technical staff of network, hardware and software problems.
- A high aptitude for learning new technologies is essential.
- Follow verbal and written instructions.

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 with or without reasonable accommodations.

(mark all 17 activities)

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	X	_____	_____
Walks	_____	_____	X	_____
Sits	_____	_____	X	_____
Uses fingers in a repetitive motion	_____	X	_____	_____
Uses hands to grasp, finger, handle, or feel	_____	_____	X	_____
Reaches with hands and arms above shoulder	_____	X	_____	_____
Climbs or balances	_____	X	_____	_____
Twists or turns	_____	X	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	X	_____	_____
Pulls, pushes, or carries	_____	X	_____	_____
Talks or hears	_____	_____	_____	X
Tastes or smells	X	_____	_____	_____
Operates a motor vehicle or heavy equipment	_____	X	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	X	_____
Lifts or move 10 to 20 pounds (light)	_____	_____	X	_____
Lifts or move 20 to 50 pounds (moderate)	_____	X	_____	_____
Lifts or move 50 to 100 pounds (heavy)	_____	X	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

_____ Absence of color blindness

X _____ Corrected vision of...

20/20
Enter specific vision requirement here

_____ Uncorrected vision of...

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

Environmental Conditions

----- Amount of Time -----

	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	<u> </u>	<u> </u>	<u> </u>	<u> X </u>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
Works near moving mechanical parts	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Works in high precarious places, underground, or confined spaces	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
Flying debris or airborne particles	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Fire, smoke, fumes, gases, or noxious odors	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Risk of electrical shock	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
Works with explosives or risk of radiation	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Vibration	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Extreme illumination	<u> X </u>	<u> </u>	<u> </u>	<u> </u>
Low noise level (Normal voice tones)	<u> </u>	<u> </u>	<u> X </u>	<u> </u>
Moderate noise level (Raised voice levels)	<u> </u>	<u> X </u>	<u> </u>	<u> </u>
High noise level (Shouting/ear protection may be needed)	<u> </u>	<u> X </u>	<u> </u>	<u> </u>

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:



Department Director

Reviewed Approval:



Human Resources Management Director

Approved:



Village Manager

Effective Date: _____

Revision Date: _____