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DEPARTMENT OF
HUMAN RESOURCES

www.easthartfordct.gov

December 16, 2015

EMPLOYMENT OPPORTUNITY
CSEA INC/SEIU, LOCAL NO. 2001

Information Systems Specialist
Information Technology
GRADE 10

There is an anticipated vacancy for an Information Systems Specialist.

Any member of CSEA INC/SEIU, Local 2001 Bargaining Unit interested in this position should complete the attached Application for Review of Qualifications. Completed application must be returned to the Human Resources Department by Thursday, December 24, 2015.

Attachment: Job Description
Application for Review of Qualifications

Please post immediately: 12/16/15

Remove: 12/24/15

TOWN OF EAST HARTFORD

TITLE: Information Systems Specialist

GRADE: 10

DEPARTMENT: Data Processing

DATE: 5/16/06

GENERAL DESCRIPTION

Responsible information systems technical work involving the provision of technical support and troubleshooting services to municipal departments.

Work involves responsibility for providing technical support, assistance, and training to employees of municipal departments with regard to personal computer hardware and software utilization. Duties include troubleshooting and diagnosing computer related problems, user training, and Local Area Network (LAN) administration. This position also has the responsibility for making difficult hardware and software technical decisions. The work requires that the employee have considerable knowledge, skill, and ability in personal computer technology, printers, modems, and networks.

SUPERVISION RECEIVED

Works under the general supervision of the Information Technology Manager.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides technical support to municipal departments with regard to personal computer and network issues including diagnosis of problems, repairs, new installations and configuration of equipment and software.
- Maintains existing workstations and applications and inventory of personal computer network hardware and software.
- Must be proficient in Active Directory and to perform LAN administrative duties including the addition of users and creation of shared resources. Monitors Network traffic.
- Develops and maintains security system utilizing firewall server, ISA server, etc. Recommend and implement new security measures as needed. Regulate level of access to maintain the authorized use of data, networks, and communications transiting the system or network.
- Assists users in deciding what software may be needed for new work tasks as well as design and code applications for automation of repetitive manual tasks.
- Install and configure software applications and troubleshoot various corresponding hardware related issues including upgrades of the equipment. Assists various offices in maintaining third party software and provide cost saving recommendations to upper level management.
- Performs backups on servers and maintains network systems by troubleshooting problems.
- Develops and conducts software and hardware training. Train clients (individually and through classroom instruction) in the use of numerous Microsoft and proprietary software products.
- Performs, as directed, various data processing functions such as payroll check processing.
- Proficient operation of Windows domain servers, web hosting servers, email servers, Unix application servers, IBM midrange servers, internet changes/upgrades as needed, hardware/software troubleshooting, end user support, and involvement in web functions.
- Maintains technical knowledge by routinely attending IT Certification courses and seminars, as well as other classes where appropriate, thereby reducing the Town's need to hire external consultants/services.
- Advise in the development and updating of the Town of East Hartford system use policy. Cooperate with appropriate Town departments in the course of investigation of alleged violations of policy.
- Maintain communications infrastructure (local offices, field offices, police, fire, dispatch). Various technologies include but are not limited to email and wireless mobile technology.

KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable knowledge of a variety of office software products.
- Good technical knowledge of network hardware and operating systems.
- Good understanding of basic programming (batch, Access, Excel).
- Good knowledge, skill, and ability with regard to the operation and maintenance of personal computers and printers.
- Considerable problem-solving abilities as related to information technology.
- Considerable ability to establish and maintain effective working relationships with department heads, coworkers, and vendor representatives.
- Must have the ability to service different operating system platforms and perform regular updates to those operating systems.
- Must have exceptional organizational skills and the ability to work independently with a constantly changing set of priorities.
- Ability to assess and evaluate information technology issues during the absence of an Information Technology Manager.

QUALIFICATIONS

Associate's degree in computer technology or related field, plus two to three years of progressively responsible Help Desk support experience including creation of user documents, spreadsheets, basic applications, as well as networking involvement.

TOOLS AND EQUIPMENT USED

Personal computers, hardware and software, digital cameras, scanners, multifunction devices, band and laser printers, Burster, envelope inserting and folding machine, PBX and IP phone sets.

PHYSICAL AND MENTAL 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.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hand to finger, handle, feel or operate equipment, tools, or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, talk, and listen. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Must be able to read and interpret technical computer material and to present training to employees. Must be able to write reports and keep records. This position requires the ability to apply complex principles to work problems and deal with several concrete variables. Must be available for 24-hour problem resolution, which includes after-hours on-call IT services.

WORK ENVIRONMENT

The work environment characteristics 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 is generally performed in typical computer room surroundings and Town offices with virtually no disagreeable features. The noise level in the work environment is moderate to noisy.