



INFORMATION SYSTEMS SPECIALIST

Responsible for providing technical support for computer hardware and software, network hardware, and peripherals. Provides user training and support across various town departments as directed.

The position requires an Associate's degree in computer technology or a related field, plus two years of responsible Help Desk support experience including PC imaging and configuration. High degree of proficiency in standard Microsoft Apps.

Salary Range is \$52,481 - \$63,794 plus benefits. Submit a completed employment application to:

**Town of East Hartford
Human Resources Department
740 Main St.
East Hartford, CT 06108
(860) 291-7220**

Completed applications must be submitted by 4:30 PM Friday, January 22, 2016.

An Equal Opportunity Employer

Job description and employment application are below.

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.

GENERAL GUIDELINES

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

NOTE: The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.



TOWN OF EAST HARTFORD

740 Main Street
 East Hartford, Connecticut 06108
www.easthartfordct.gov

Phone
 (860) 291-7220

APPLICATION FOR EMPLOYMENT

Equal Opportunity Employer

APPLICANT'S NAME (LAST, FIRST, MIDDLE)				
STREET ADDRESS	CITY/TOWN	STATE	ZIP CODE	HOW LONG?
TELEPHONE NUMBER (HOME) () _____		TELEPHONE NUMBER (Cell) () _____		
POSITION APPLIED FOR Information Systems Specialist				
ARE YOU AT LEAST 18 YEARS OLD? <input type="checkbox"/> YES <input type="checkbox"/> NO		ARE YOU ELIGIBLE TO WORK IN THE UNITED STATES? <input type="checkbox"/> YES <input type="checkbox"/> NO		
AVAILABILITY <input type="checkbox"/> FULL-TIME <input type="checkbox"/> PART-TIME		DATE AVAILABLE FOR WORK		

EDUCATION

Did you graduate from high school? <input type="checkbox"/> Yes <input type="checkbox"/> No	If "No", highest grade completed: _____		
Name of high school: _____	Do you have a high school equivalency Certificate <input type="checkbox"/> Yes <input type="checkbox"/> No		
Address: _____	Place HS equivalency was granted: _____		
List all colleges, business schools or technical schools you attended in chronological order, most recent listed first:			
School	Address	Course/Major	Degree/Certificate
List any licenses or certificates required for the position for which you are applying (e.g., CDL, nursing, engineering), including date of issue, issuing authority, expiration date and license/certificate number.			
List any special courses, training programs or other training that is relevant to the position for which you are applying, including name and location where training was given, certificate received, if any, dates attended, subject of training, number of hours weekly (attach additional sheet if necessary).			
List any office equipment or machinery you can operate that is relevant to the position for which you are applying.			

RECRUITING INFORMATION How did you hear about this job? (Please check one)	<input type="checkbox"/> Newspaper Name of Newspaper: _____	<input type="checkbox"/> Community Agency Please give name: _____
	<input type="checkbox"/> Town Employee Name _____	<input type="checkbox"/> Internet name of website: _____
	<input type="checkbox"/> Referral Service Please give name: _____	<input type="checkbox"/> Other _____

List below, chronologically (most recent dates first) each place you were employed, omitting none (attach additional sheet(s) if necessary). Give correct, full addresses, and dates of non-employment in proper sequence. Include all part-time employment.

YOU MUST COMPLETE THIS SECTION EVEN IF YOU ARE ATTACHING A RESUME

IMPORTANT: May we contact your present employer? YES NO

Name of Employer		Job Title	
Address		City	State
Zip Code			
Dates of Employment:		Name and Title of Supervisor	Telephone Number
From _____ / _____ month year	Description of duties, responsibilities, and significant accomplishments:		
To _____ / _____ month year			
Salary:			
Starting \$ _____ per _____			
Ending \$ _____ per _____			
# Hrs. Worked Weekly	Reason For Leaving		

Name of Employer		Job Title	
Address		City	State
Zip Code			
Dates of Employment:		Name and Title of Supervisor	Telephone Number
From _____ / _____ month year	Description of duties, responsibilities, and significant accomplishments:		
To _____ / _____ month year			
Salary:			
Starting \$ _____ per _____			
Ending \$ _____ per _____			
# Hrs. Worked Weekly	Reason For Leaving		

Name of Employer		Job Title	
Address		City	State
Zip Code			
Dates of Employment:		Name and Title of Supervisor	Telephone Number
From _____ / _____ month year	Description of duties, responsibilities, and significant accomplishments:		
To _____ / _____ month year			
Salary:			
Starting \$ _____ per _____			
Ending \$ _____ per _____			
# Hrs. Worked Weekly	Reason For Leaving		

Have you ever been discharged from a place of employment for cause? <input type="checkbox"/> YES <input type="checkbox"/> NO
If yes, please describe _____



CERTIFICATION (READ CAREFULLY)

I hereby certify that the information I have provided on this application, including any attachments, is true and complete. I understand that if I falsify, omit or misrepresent any information on this application, or during an employment interview, should I be granted one, I may be disqualified from the selection process or discharged from employment, whenever the falsification or omission is discovered.

I understand that all statements made on this application are subject to verification. I authorize all persons or organizations listed on this application, except my current employer if noted above, to provide the Town with any and all information they may have concerning my previous employment, personal history, education and any other subjects covered by this application, and hereby release them, the Town, and the Town's current and former agents and employees from liability for any harm resulting from the disclosure of such information.

I understand that this application is not an employment contract, job offer or guarantee of employment. I further understand that if I receive a job offer, it is conditioned on my satisfactory completion of a criminal history check, drug test, medical examination and any other conditions listed in the job offer letter.

Signed _____

Date _____



Name: _____ Position Applied For _____

References: List below three individuals who can describe your qualifications for this position, preferably supervisors, professors, colleagues, etc.

Name: _____
Address: _____
Job Title: _____
Name of Work Place: _____
Phone: _____

Name: _____
Address: _____
Job Title: _____
Name of Work Place: _____
Phone: _____

Name: _____
Address: _____
Job Title: _____
Name of Work Place: _____
Phone: _____

TOWN OF EAST HARTFORD CRIMINAL CONVICTION INFORMATION

You are required to list any criminal conviction, regardless of the nature, date or location of the conviction, except for minor traffic offenses or a conviction that has been erased under Connecticut law. Attach additional sheets of necessary.

The types of criminal records subject to erasure under Connecticut law are: (a) a finding of delinquency or that a child was a member of a family with service needs; (b) a sentence as a youthful offender; (c) a criminal charge that was dismissed or “nolled”; (d) a criminal charge for which you were found not guilty; and (e) a conviction for which you received a full pardon. If your only criminal record consists of items that have been erased under Connecticut law, then you are deemed never to have been arrested with respect to the erased proceeding and may swear so under oath.

This information will be made available only to the members of the Human Resources Department and to those persons interviewing the candidate.

A criminal conviction will not necessarily disqualify you from the application process, but will be considered as it relates to the position you are seeking and in light of any applicable state or federal law.

Date of Conviction	Offense	Location of Conviction (City and State)	Sentence	Date Sentence Completed

The information provided above is subject to all of the terms and conditions set forth in the certification on page 3 of the employment application form.

Name (Print)

Position You Are Seeking

Applicant's Signature

Date

AUTHORIZATION & RELEASE

(GENERAL EMPLOYMENT)

**TOWN OF EAST HARTFORD
DEPARTMENT OF HUMAN RESOURCES
740 MAIN STREET
EAST HARTFORD, CT 06108
(860) 291-7221**

DISCLOSURE NOTICE TO JOB APPLICANTS

In connection with your employment application, a consumer report, and/or an investigative consumer report including information with respect to your credit history, criminal convictions, motor vehicle violations, employment history, education, character, general reputation, and personal characteristics, whichever are applicable, may be made. You have the right within a reasonable period of time after receipt of this notice to make a written request for additional information as to the nature and scope of the investigation and a written summary of your rights under the Fair Credit Reporting Act. Such requests should be mailed to the address above.

In consideration of the Town of East Hartford's acceptance of my application to be considered for employment with the Town, I hereby voluntarily authorize the Town of East Hartford and its officers, officials, employees and agents to conduct a personality survey and to investigate my past employment history and activity, educational background, financial records, medical records, military records, criminal records, motor vehicle records, background investigation records, or whatever confidential or privileged information necessary to complete this investigation of my suitability to become an employee of the Town.

I hereby agree to cooperate in such investigation and acknowledge receipt of the above Disclosure Notice. I understand and agree that the Town may use copies of this Release to obtain information about me from whatever sources it deems necessary to interview, and expressly authorize such sources to provide assistance to me and the Town in my efforts to be employed by the Town of East Hartford. I also request that sources contacted by the Town accept a photocopy of this Release in lieu of an original, and hereby release and agree to indemnify and hold harmless any and all persons, including corporations and other business entities who may assist the Town in its efforts to determine whether or not I am a suitable candidate for employment.

I hereby acknowledge that I have read and fully understand the contents of this document and have freely signed same. I also agree that, if hired, this authorization shall remain on file and shall serve as an ongoing instrument for the Town of East Hartford to procure investigation reports at any time during my employment period.

This form must be notarized or witnessed by EHHRD in order to be considered for employment

Signature: _____ **Date Signed:** _____

Print Name: _____ **Social Security No.:** _____ - _____ - _____

Address: _____ **State:** _____ **Zip Code:** _____

Subscribed and Sworn to before me, a Notary Public, in and for County of _____,
and State of _____, this _____ day of _____, 20____.

Notary Public /or

My Commission Expires:

Witness -East Hartford Human Resource Dept.

Revised 02/08