

## **INFORMATION TECHNOLOGY SPECIALIST**

**GENERAL STATEMENT OF DUTIES:** The Information Technology Specialist is responsible for maintaining the information technology systems. Responsibilities include day-to-day administration of District technological resources including security, installation, troubleshooting, evaluation, and repair of hardware and software; administration of the District data processing systems including but not limited to month end reports, training and analysis.

Work requires effective communication and coordination with other supervisors, employees, volunteers, other agencies, and the public. All work is performed in accordance with District guidelines and policies.

**SUPERVISION RECEIVED:** The Information Technology Specialist functions under the general supervision of the Office Manager.

**SUPERVISION EXERCISED:** Typically none, but may supervise or oversee the work of contractors, consultants, interns or temporary employees as necessary and appropriate.

### **ESSENTIAL FUNCTIONS, SKILLS, KNOWLEDGE, AND ABILITIES:**

**ESSENTIAL FUNCTIONS:** The following list describes a majority of the essential functions of this position. This list may be supplemented as necessary.

1. Organizes and coordinates the District's various information and communication technology including but not limited to: Computer system (Microsoft small business server 2003, Net Gear, Cisco Router, Ethernet switches), mobile data computers, phone system (Shortel), wireless technologies, portable digital media, cellular phones, alpha numeric pagers, programming radios, audio/video systems, faxes, printers, scanners, and projectors.
2. Ensure strict security of District electronic information. Ensure all District data is properly backed up and backup is properly and securely stored in accordance with State Laws. Maintain archiving of data, conduct or assist with disaster recovery of data, and monitor data storage and security.
3. Plans, maintains, monitors, implements and documents all network account and resource changes and upgrades. Monitors usage; develops and recommends system development goals and procedures.
4. Conducts training of District technology systems. Recommends, coordinates, and/or provides necessary training on information technology systems and equipment as needed.
5. Evaluates District Information Technology needs, and makes recommendations for implementation.
6. Assist with planning for the future technological needs of the District. Attends technology committee and other appropriate meetings; provides advice, information, guidance and recommendations in the selection and purchase of technology equipment.

7. Manage District website (Contribute) including updates and design. Troubleshooting and monitoring for errors and working with department heads to ensure current and accurate information is available.
8. Ensure all device and software applications (Windows XP Professional, Windows Vista, Microsoft Exchange, Microsoft Office, Ultrabac, Sonicwall cdp) used by the District are properly purchased and licensed, and maintain current licensing.
9. Works in conjunction with Southern Oregon Regional Communications (SORC) and RVCOM/Medford personnel to maintain and integrate public safety systems utilized by Fire District No. 3 and its mutual aid partners.
10. Utilizes ArcGIS by ESRI, Microsoft Excel, and PowerPoint to manipulate response data to create graphs, charts, and maps for monitoring current response goals and achievements, analyzing information to assess future needs and planning tools.
11. Develop and maintain positive, cooperative, team-oriented relationships with co-workers, leadership, volunteers and all encountered within the scope of employment.
12. Practices and promotes safe working habits. Reports unsafe working conditions and implements remedial provisions as required.

**SKILLS:** Use of computers and computerized business systems; establishing and implementing processes and procedures; leading, facilitating, and conducting meetings, organizing and preparing technical documents, and/or educational materials, and troubleshooting technology hardware and software systems. Effective interpersonal and one on one communication skills to interact with members of all education and computer skill levels.

**KNOWLEDGE:** Solid, demonstrated integrity; knowledge of ethics laws and expectations, privacy laws, and ability to practice ethical behavior at all times. A breach of ethics may be independent grounds for immediate termination. Information Technology Specialist must be able to pass in-depth criminal background and reference check scrutiny.

**ABILITIES:** Ability to maintain strict confidentiality. This position is exposed to highly sensitive information. A breach of confidentiality may be independent grounds for immediate termination.

Information Technology Specialist must demonstrate a high level of skill in the use of a wide variety of computer, information, communication and other electronic technology.

Establish and maintain effective working relationships with District members, agencies, and the public; express ideas clearly in writing and orally; analyze complex situations and information and formulate effective and appropriate responses; anticipate issues, opportunities, and threats in a timely manner; maintain confidentiality and professional credibility.

**WORK ENVIRONMENT:** Most work is generally performed in an office environment during routine office hours; however up to eight (8) hours per week may be scheduled outside routine office hours. Emergency situations, evening and weekend work is possible. On occasion, work may be done outside to service remote sites, or equipment in the field, exposing the employee to varying weather conditions.

**JOB QUALIFICATIONS:**

**Minimum Qualifications:**

1. High school diploma or equivalent.
2. Associates Degree in Computer Science, Computer Information Systems, Management Information Systems, or a related field or the equivalent experience and education.
3. Three years of recent, progressively responsible computer technician experience including network administration and desktop user support.
4. Ability to pass a thorough background check.
5. Valid driver's license or the ability to obtain an Oregon driver's license within 30 days of residency.

**Additional Preferred Qualifications:**

1. Bachelor's degree in Computer Science or a closely related field.
2. Certification such as Microsoft Certified Software Engineer (MCSE), Microsoft Certified Systems Administrator (MCSA), Microsoft Office Specialist (MOS), and/or Network+ and/or A+.
3. Manufacturer certification for hardware and software utilized by Fire District No. 3.
4. Familiarity with, or ability to readily acquire, knowledge of specific programs such as HTML, Springbrook, ESRI, ArcView, ArcGIS, AutoCad, Tiburon Solutions, Emergency Reporting, Firehouse, and Oregon All Incident Reporting System (OAIRS).

**CIVIL SERVICE STATUS:** Exempt

**FLSA STATUS:** Non - Exempt - Admin

**BARGAINING UNIT:** No