

**PITTSFIELD CHARTER TOWNSHIP  
JOB DESCRIPTION**

**INFORMATION TECHNOLOGY SPECIALIST**

**Supervised by:** Township Supervisor  
**Supervises:** No supervisory responsibilities

**Position Summary:**

Under the general direction of the Township Supervisor, performs a wide variety of routine and skilled tasks related to technical support of computer hardware and software. Assists with technology-related purchases, acquisition and implementation.

**Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Installs, configures, troubleshoots and supports the hardware and software associated with the Township's personal computer and network infrastructure including software applications, networked computers, cables, modems, printers and associated peripherals.
2. Administers the Township's network; configuring and optimizing network performance, monitoring resources, diagnosing and making simple repairs, performing system backups, administering user accounts, adding new systems to the network, maintaining directories, and recommending conversions, updates, and expansions.
3. Develops and implements policies and procedures related to hardware and software acquisitions, use, support, security, backup, and disaster recovery. Develops and communicates standards for use, operations, and security of the network, personal computers, and data.
4. Researches new technologies, analyzes operational needs, and presents recommendations, and reports on computer technology to staff and management.
5. Communicates and consults with department managers to develop system solutions consistent with organizational objectives and to report and resolve software, hardware, and operations problems.
6. Maintains, updates and facilitates updating the Township's website on a regular basis.
7. Trains users on various software and equipment usage. Responds to the needs and questions of users concerning their access to resources and the operation of various hardware and software.
8. Administers the Township's telephone and voice mail systems, conducts training, and administers user accounts.

9. Interacts with vendors and service providers regarding delivery or installation of equipment, upgrades, and equipment maintenance. Evaluates and tests software packages to determine compatibility with existing systems and usefulness.
10. Keeps abreast of developments in the field through professional development and continuing education. Reviews professional materials and attends seminars and training programs as appropriate.
11. Performs special projects as requested.
12. Performs related work as required.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- An Associate's degree in computer science or a related field or equivalent training and/or experience. Computer hardware and/or network certifications are preferred.
- Three or more years of experience performing network administration and computer hardware and software support.
- Thorough knowledge of the professional practices and procedures associated with the installation, troubleshooting and repair of networks, personal computers, operating systems, security measures, and peripheral equipment.
- Thorough knowledge of computer hardware and operating systems.
- Thorough knowledge of computer software, including databases, spreadsheets, word processing, and other applications such as Novell Netware, Office 98 or higher, and Windows 98 or higher.
- Knowledge of website development and maintenance.
- Knowledge of municipal operations as they relate to the usage and capabilities of a computer network system.
- Skill in diagnosing, repairing and maintaining computer hardware, software, and related systems.
- Skill in training users and troubleshooting a variety of issues.
- Ability to interact constructively with system users to identify technology needs.
- Ability to understand, design and utilize complex configuration, installation, and maintenance guidelines.

- Ability to work efficiently with limited supervision.
- Ability to gather and analyze data for the purpose of preparing accurate and timely reports, memoranda, letters, and responses to requests for information.
- Ability to establish and maintain effective working relationships and use good judgment when dealing with employees, elected officials, and professional contacts.
- Ability to convey and understand information effectively and promptly through speaking, hearing, reading, and writing.
- Ability to critically assess situations, solve problems, and work effectively within deadlines, and changing work priorities.

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 talk and hear. It is crucial to the outcome of job tasks that the employee is able to view a computer screen for extended periods. The employee frequently is required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is regularly required to stand, walk, stoop, or kneel. In the course of installing equipment and cables the employee may be required to lift and/or move objects of light to heavy weight.

While performing the duties of this job, the employee typically works in a business office setting. However, the employee is sometimes required to travel to other locations to perform job duties. The noise level in the work environment is usually quiet to moderate.