# SEDONA FIRE DISTRICT
# JOB DESCRIPTION:  IT SYSTEMS SPECIALIST

## JOB SUMMARY
Under the general direction of the Telecommunications Manager, the IT Systems Specialist is pivotal in upholding and advancing the functionality of the Sedona Fire District's (SFD) computer systems, hardware, network infrastructure, server management, and software applications utilized across the district. This role encompasses conducting thorough analysis, troubleshooting, and support for diverse software applications and systems, ensuring optimal performance and usability for internal users. Additionally, the IT Systems Specialist assumes a vital role in sustaining and enhancing the dependability and efficiency of network systems, guaranteeing peak performance and connectivity throughout all SFD facilities and emergency vehicles. Collaboration with fellow IT personnel and internal stakeholders is essential for resolving hardware and network issues, providing training and guidance on network technology utilization, and delivering assistance as required. Proactive troubleshooting, on-site technical aid, and education on technology utilization best practices are integral aspects of this position.

## SUPERVISION RECEIVED
Works under the general direction of the Telecommunications Manager but is expected to exercise a great deal of initiative and resourcefulness with minimal supervision.

## SUPERVISION EXERCISED
None.

**FLSA:** Non-exempt.

## ESSENTIAL FUNCTIONS
**Software & Application Management:**
- Provides end-user support for various software programs, such as Microsoft 365, Help Desk tools, geographic information systems (GIS), UKG Kronos, ESO RMS, and other applications integral to SFD's operations.
- Assists with software deployment, updates, and troubleshooting, ensuring that applications run seamlessly across devices (i.e., mobile devices, desktops, laptops).

**Network and Systems Maintenance & Optimization:**
- Monitors and tests computer system and network performance across the district to ensure proper operation.
- Assists in resolving any issues related to district infrastructure, such as wired and wireless networks, mountaintop radio systems, video conferencing, VPN, etc.
- Collaborates with others to improve computer and network systems. Conducts research to gain information about products and processes.
- Recommends changes and develops proposals to enhance the performance and efficiency of the infrastructure.

**Help Desk & User Support:**
- Manages incoming requests to the Help Desk, ensuring timely and effective resolution based on established standards and priorities and the criticality of the issue.

- Provides accurate, timely, high-quality, customer-focused assistance and problem resolution in a professional manner, fostering a supportive tech environment and ensuring business needs are met.
- Ensures internal users understand how to effectively use SFD systems and technology, offering support, documentation, and troubleshooting through various media and methods such as face-to-face interaction, chat, email, and telephone.

**Training, Guidance, & Collaboration:**
- Trains staff, provides guidance, and documents the utilization and best practices of SFD hardware, systems, and software programs and applications.
- Maintains positive working relationships with SFD members and collaborates on initiatives to improve overall IT services.
- Create user manuals, video tutorials, or other training materials for district-specific software applications. Organize occasional training sessions for other IT team members to familiarize them with new tools or protocols.
- PHISHING and Security training

**Hardware Deployment & Management:**
- Deploys and supports a wide array of electronic hardware, including desktop computers, laptop computers, audiovisual equipment, conferencing equipment, VOIP and smart phones, and ruggedized tablets for emergency vehicles.
- Prepares workstations for use, including technical hardware setups, cable management, and necessary transfers.
- Tracks, orders, and establishes replacement schedules for IT assets and related databases.

**Hardware Integration with Software:**
- Ensures the seamless integration of software and hardware including, but not limited to desktop computers, laptop computers, audiovisual equipment, conferencing tools, VOIP and smart phones, office workstations, and ruggedized tablets in emergency vehicles.
- Monitors and tests the performance of applications across various hardware platforms, recommending and implementing optimizations as necessary.

**User On-boarding/Off-boarding:**
- Handles the technical on-boarding and off-boarding of employees, including workstation setup.
- Ensures profiles, access rights, and related application settings are properly configured.
- Collaborates with the HR department, ensuring secure access to HR servers and the protection of sensitive data.
- Protects and maintains the confidentiality of all personal or sensitive material that may be viewed in the course of work performance.

**Collaboration & Process Improvement:**
- Collaborates with other IT members or escalation parties to resolve technical issues, aiming to optimize resolution and, as far as feasible, customer satisfaction.
- Conducts research to improve systems and processes, recommends changes, and develops proposals to enhance the performance of existing systems and improve operational efficiency.

**Site & Asset Support:**
- Supports IT responsibilities for site moves and activation of new sites, ensuring application continuity and minimal disruption.
- Ensures the efficiency of the Wi-Fi network that updates applications and systems on engines and ambulances.
- Contributes to tracking, ordering, and maintaining IT assets and related databases, with a focus on software licenses and cloud-based tools.

**Telecommunication and System Assistance:**
- Assists in system maintenance and repair, particularly in relation to network switch-based systems.
- Supports tasks related to the district's network, especially those involving software or user interaction.
- Collaborates with the Public Safety Radio Technicians when additional expertise in network and switching is involved.

**Additional Responsibilities:**
- Assists in other areas as necessary, supporting the broader objectives of the IT and Telecommunications teams and ensuring the smooth operation of IT systems throughout SFD.
- Maintains positive working relationships with SFD members, being a go-to resource for system, hardware, and application-related queries and support.
- Engages in ongoing business needs, ensuring hardware, systems, software, and application services are consistently aligned with the district's objectives.

**Master Calendar Management:**
- Ensure timely, accurate, and complete contributions to the Master Calendar for assigned areas, preventing scheduling conflicts and fostering a shared understanding of district activities.

## PERIPHERAL DUTIES
- **Feedback Collection:** Periodically collect and store feedback data from users to identify common challenges or areas of improvement in the applications used.
- **Knowledge Base Management:** Contribute to or maintain a knowledge base or FAQ for common application-related queries.
- **Inter-district Collaboration:** Work with various divisions to understand their unique software needs and challenges.
- **Vendor Relations:** Maintain relationships with software vendors for troubleshooting, updates, and understanding new features. Engage with hardware and software vendors for troubleshooting, updates, and procurement needs.
- **Budgeting Assistance:** Draft and provide an annual IT software/infrastructure/systems budget to the Telecommunications Manager for review and inclusion in the final annual budget. Provide support to the Telecommunications Manager with budget tracking and revision as necessary.
- **Stay Updated:** Conduct research and attend relevant workshops, conferences, seminars and/or webinars to ensure SFD's systems remain up-to-date and maintain operational efficiency. Be prepared to recommend well-supported potential upgrades or changes.
- **Security:** Collaborate to ensure all applications adhere to the district's security guidelines. Periodically audit and recommend updates to the district's security protocols and measures.
- **User Group Management:** Set up and manage user groups, permissions, and roles within various software platforms.
- **Eco-Friendliness:** Oversee the proper disposal or recycling of old and defunct hardware equipment in an environmentally responsible manner.
- **Emergency Protocols:** Assist in developing and maintaining emergency response protocols for potential infrastructure failures.

## MINIMUM QUALIFICATIONS
- Associate Degree in Personal Computer Technology, Computer Science, or a related field, ***AND***
- At least three (3) years of experience providing desktop operating system, hardware, software, and server software support.

***OR***

- At least five (5) years of experience providing desktop operating system, hardware, software, and server software support.

***AND***

- CompTIA A+ certification prior to the end of probation.
- MCP certification within 2 years of hire.


## PREFERRED QUALIFICATIONS

- Bachelor's degree in Personal Computer Technology, Computer Science, or a related field.
- Seven (7) years of increasingly responsible support experience in a complex Public Safety network environment.
- CompTIA A+ certification.
- MCP certification.
- Microsoft Fundamentals Certification.


## SFD CORE COMPETENCIES

- <u>Approachability</u> - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- <u>Integrity & Trust</u> - Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- <u>Ethics & Values</u> - Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- <u>Interpersonal Savvy</u> - Relates well to all kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
- <u>Self-Knowledge</u> - Knows personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balanced (+'s and -'s) performance reviews and career decisions.


## IT SYSTEMS SPECIALIST COMPETENCIES

- <u>Functional/Technical Skills</u> - Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- <u>Planning</u> - Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- <u>Problem-Solving</u> - Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- <u>Process Management</u> - Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into

efficient workflow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.

- <u>Technical Learning</u> - Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge; does well in technical courses and seminars.

**Necessary Knowledge, Skills, and Abilities:**

*Knowledge of:*

- **Software:** Familiarity with a range of software programs, such as Microsoft 365 and Help Desk tools.
- **Operating Systems:** Comprehensive understanding of common operating systems, especially those used on tablets, phones, desktops, and laptops, servers, ruggedized tablets, and other district-specific devices.
- **Basic Networking:** Understanding of basic networking concepts to diagnose connectivity issues affecting applications.
- **Data Privacy:** Knowledge of data privacy regulations and best practices, especially concerning HR and personal data.
- **User Interface (UI) Principles:** Familiarity with basic UI/UX principles to aid users in navigating and troubleshooting application interfaces.
- **Network Architecture:** Comprehensive understanding of both wired and wireless network systems, including local area networks (LANs), wide area networks (WANs), and network segments.
- **Hardware Systems:** In-depth knowledge of computer and server hardware components, their functions, and how they interoperate.
- **Virtualization:** Understanding of virtual server environments and their benefits and challenges.
- **Security Protocols:** Awareness of standard security protocols, including antivirus, VPNs, firewalls, intrusion detection, intrusion protection, and secure server configurations.
- **External Services (SaaS Cloud)**

*Skill in:*

- **Problem Solving:** Ability to diagnose, troubleshoot, and resolve hardware, software, networking, and application issues quickly and effectively.
- **Communication:** Strong verbal and written communication skills to interact with users, provide guidance, and explain technical concepts in simple terms.
- **Training:** Proficiency in training users on new software applications and tools, tailoring explanations to diverse audiences.
- **Technical Aptitude:** Capability to stay updated with the latest software updates, patches, and emerging technologies relevant to the district's operations.
- **Customer Service:** Strong customer service skills, ensuring users feel supported and valued.
- **Organizational:** Ability to manage multiple tasks, prioritize Help Desk tickets, and work within defined standards.
- **Technical Installation:** Ability to set up and configure hardware systems, servers, and other infrastructure components.
- **System Monitoring:** Proficiency in using tools and software to monitor system health, network traffic, and server performance.
- **Backup and Recovery:** Skills in ensuring data backup, recovery solutions, and disaster recovery plans are effective and regularly tested.

- **Documentation:** Ability to document processes, configurations, and changes in a clear and comprehensible manner.
- **Project Management:** Skills in overseeing and executing infrastructure and software projects, ensuring they meet schedule, budget, and quality benchmarks.

*Ability to:*
- **Learn**: Develop competency in GIS, UKG Kronos, ESO RMS, and other district-specific applications.
- **Adapt:** Adjust to changing technological landscapes and quickly learn and adopt new hardware, networking solutions, or applications as the district adopts them.
- **Collaborate:** Work closely with other IT members to provide a seamless IT experience for users.
- **Analyze:** Analyze user issues, application logs, and feedback to pinpoint issues and suggest improvements.
- **Precision:** Keen attention to user needs, software settings, configurations, security settings, and installations are exact and optimal.
- **Initiate:** Proactively take steps to identify potential software issues or needs, infrastructure bottlenecks, risks, or areas of improvement, and address them before they escalate.
- **Manage Stress:** Handle high-pressure situations, especially when critical systems face issues, and provide calm guidance to users during such times. Able to lead efforts to restore functionality swiftly during infrastructure crises.

## SPECIAL REQUIREMENTS
- Must be 18 years or older at time of employment.
- Must possess, or be able to obtain by time of hire, a valid Arizona State driver's license.
- Must be able to read, write, and speak the English language.
- Must meet insurability requirements of the district insurance carrier.

## PHYSICAL REQUIREMENTS
The physical demands described here are representative of those that must be met by a member to successfully perform the essential functions of this job.  Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- **Mobility:** Must be able to move about office spaces and field environments, including mountaintop sites, to inspect and repair infrastructure components and provide user support.
- **Manual Dexterity:** Must have the ability to frequently use computer keyboards, testing equipment, small hand tools, and touch devices such as tablets and phones. Must be able to assist users with device issues and demonstrate features.
- **Lifting:** Must be able to lift and move items up to 50 pounds, such as servers, networking equipment, and related hardware.
- **Visual Acuity:** Must be able to review detailed application settings, read user manuals, and provide guidance on software interfaces. Must be able to set up and troubleshoot detailed equipment configurations that require reading small text and discerning color-coded cables and indicators.
- **Stamina:** Must be able to stand or walk for extended periods when providing training or on-site support. Must be able to climb ladders and stairs, and access remote and rugged locations when needed.
- **Environmental:** This position frequently works in a standard office or mobile office setting, but may occasionally be exposed to elements when providing support in various locations or during site

moves. Potential exposure to cold and heat when working in mountaintop or outdoor settings. May also work in server rooms with louder noise levels.

## 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.

- **Office Setting:** A significant portion of the work is performed in a standard office setting, where the IT Systems Specialist assists users, troubleshoots software issues, and conducts training sessions. However, this position may also work in server rooms or data centers where the temperature is controlled, and noise levels might be higher.
- **Training Rooms:** This position might utilize dedicated rooms or spaces designed for staff training on various software and applications.
- **On-site at Fire Stations:** The IT Systems Specialist may need to travel to various fire station locations to provide direct support or training to the personnel stationed there.
- **Remote Support:** Given the geographical dispersion of stations, a portion of the work might be conducted remotely, assisting users over phone, chat, or video-conferencing tools.
- **Field Sites:** This role will often travel to remote sites, such as mountaintop locations, for equipment inspections and repairs. This may include environments exposed to the elements, with varying temperatures and weather conditions.
- **Server/Network Rooms:** This role may have regular interactions within rooms specifically designed to house servers and other IT equipment, where there might be consistent humming or buzzing from machines and cooler temperatures to maintain equipment functionality.
- **Emergency Situations:** This role might occasionally be drawn into situations where urgent software or application support, rapid response, and urgent problem-solving are needed, potentially in high-pressure scenarios.
- **Collaborative Spaces:** The role involves interacting with other IT staff, the Telecommunications team, vendors, and software providers, sometimes in team settings or joint problem-solving sessions.

While having distinct responsibilities, this position may occasionally overlap and share working environments with other IT employees, especially during large-scale projects, system upgrades, or emergency response scenarios.

## TOOLS AND EQUIPMENT USED

- **Computing Devices:** Desktops, laptops, tablets, smartphones.
- **Networking Equipment:** Routers, switches, firewalls, VPN concentrators.
- **Servers:** Both virtual and physical servers, including related hardware like storage arrays.
- **Diagnostics Tools:** Network analyzers, cable testers, signal testing devices.
- **Hardware Tools:** Screwdrivers, pliers, cable crimpers, punch down tools, rack mounting tools.
- **Software:** Network monitoring and management software, server virtualization platforms, operating systems, backup software, various applications and programs such as email (via Microsoft 365), Help Desk software, GIS, UKG Chronos, ESO RMS, and other specialized software for remote access, troubleshooting, etc.
- **Mobile Devices:** Ruggedized tablets, laptops, or handhelds for remote diagnostics and troubleshooting.

- **Presentation Tools:** Projectors, interactive boards, and other audiovisual equipment for training sessions.
- **Communication Tools:** Headsets, VoIP phones, chat platforms, radios, VOIP phones, and other related communication devices.
- **Safety Equipment:** Depending on the working environment, this might include gloves, safety goggles, or ear protection, especially when working in loud server rooms or in the field.
- **Microwave System Equipment:** Tools and devices specific to setting up, monitoring, and maintaining microwave communication systems.
- **Documentation Tools:** Knowledge bases, FAQs, manuals, and other instructional materials.
- **Peripheral Devices:** Printers, scanners, and other related equipment for application support.
- **User Account Management:** Tools and software used for onboarding, offboarding, and profile management of users.

## SELECTION GUIDELINES

May include any or all of the following: Formal application; rating of education and experience; written and/or practical testing; oral board(s); background/driver's license verification and check; hiring list; offer of employment; post-offer physical examination, including drug screen.

*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. 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.*

***SFD maintains a drug, alcohol, and tobacco-free environment****.*

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**FIRE CHIEF:** DocuSigned by: *Ed Mezulis* CEA95454CB1D439…

**REPLACES: <u>3/17/2022</u>**
**(User Support Technician)**
**EFFECTIVE: <u>4/1/2024</u>**

*SIGNATURES—REVIEW AND COMMENT:*
*I have reviewed this job description with any attachments and find it to be an accurate description of the demands of this job.*

_____          _____

*Signature of Employee*                           *Date*

_____          _____          _____

*Job Title of Supervisor*                         *Signature of Supervisor*                     *Date*

## KEY PERFORMANCE INDICATORS (KPIs)

- <u>Network Uptime</u> **-** Measures the percentage of time the SFD's network systems, e.g., wired and wireless networks and mountaintop radio systems, are operational and accessible without unplanned outages or performance issues. *Target*: 99.9% uptime at established performance standards.
- <u>Help Desk Response Time</u> – Measures the average time to respond to incoming requests to the Help Desk. *Target:* Initial response within 1 hour of receiving a high-priority ticket and within 4 hours for a standard ticket.
- <u>Hardware Deployment Efficiency</u> – Measures the time from receipt of new hardware (e.g., audiovisual equipment, conferencing equipment, VOIP phones) to fully operational status and deployment. *Target***:** 95% of hardware deployments completed within the scheduled timeframe.
- <u>Employee On-boarding and Off-boarding Turnaround</u> - Measures the time to manage the technical aspects of new employee on-boarding (e.g., workstation setup, profile management) and off-boarding processes. *Target*: Complete the on-boarding process within 24 hours of a new employee's start date and off-boarding within 24 hours of receiving a departure notification.
- <u>Training and Collaboration Feedback</u> – Measures the satisfaction rating from staff trained on utilization and best practices of SFD hardware and software programs. *Target*: Average rating of 4.5 out of 5 (or equivalent) in post-training feedback surveys.