City of Mattoon, Illinois
Job Description

Title: Assistant Information Technology Director
Classification: FLSA Exempt
Compensation Range: $40,000 - $60,000.00 Annually

POSITION SUMMARY

The Assistant Information Technology Director position assists the City of Mattoon's Information Technology Director in the performance of all tasks related to supporting the technology needs of the municipality. The position is designed to fill multiple technology-related roles for the city, including, but not limited to, help desk specialist, desktop support technician, network systems administrator, and third-party contract administration.

ESSENTIAL DUTIES

Assist in the management of the entire lifecycle of systems, software, and peripherals: inventory, prepare, install, support, replace, surplus, and recycle.

Answer, evaluate, and prioritize incoming telephone, e-mail, help desk, and in-person requests for assistance from users experiencing problems with various technologies, collecting information about these problems, and leading users through diagnostic procedures to attempt to resolve issues.

Assist in the installation and management of servers and network equipment.

Maintain documentation of City's systems, policies, and procedures.

Support development and implementation of new technology-related projects and installations.

Maintain up-to-date knowledge of software, hardware, and equipment.

Communicate with City administration, departmental managers, and employees in each of the City's departments to gather information for sharing with the public through the City's websites and social networking applications.

Perform multimedia design, multimedia development, and photography work when needed.

Assist in coordinating work with and supervision of third-party vendors and interns.

Help perform management and administrative tasks including equipment records management, data backup, software and hardware testing and evaluation, and rollout of software and hardware updates.

Assist in technology-related formal and informal training of city employees.

Around-the-clock, on-call availability, as needed, to support 24-hour departments.

Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and ability required. Management may make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

Language Skills

Ability to listen, read, and comprehend simple instructions, procedures, manuals, short correspondence, and memoranda. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations, which may include other employees of the organization, vendors, and the public.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Specific Job-Related Knowledge & Skills

Knowledge and experience working with and supporting Microsoft client operating systems.

Experience with desktop productivity software such as Microsoft Office and Adobe Acrobat.

Familiarity with Windows Server, Mac OS, and Linux distributions such as Ubuntu.

Knowledge and experience working with Microsoft's Active Directory and Group Policy.

Multimedia development experience including familiarity with Microsoft PowerPoint, Adobe Photoshop, or other graphic and photo editing and presentation development software.

Basic understanding of and familiarity with HTML, CSS, and content management systems, especially WordPress.

Familiarity and understanding of individual computer hardware components and the interoperability of these components.

Understanding of network communication and roles of routers, switches, and firewalls.

Capable of operating a personal computer, calculator, copy machine, and smartphones; capable of using word processors, spreadsheets, databases, and presentation software applications.

Ability to troubleshoot software and hardware issues.

Ability to establish and maintain effective working relationships with fellow employees.

Work independently with minimal instruction and supervision.

PHYSICAL DEMANDS AND OCCUPATIONAL EXPOSURES

This job requires the employee to stand, walk, to use hands and fingers, to handle, feel or operate objects, tools or controls and to reach with hands and arms. This employee is required to sit, climb, balance, stoop, kneel, crouch and crawl, and to talk and hear. The job requires visual acuity, depth perception and color vision. There is an occasional requirement to lift and/or move up to 50 pounds. The noise level in the work environment is generally quiet.

EDUCATION AND EXPERIENCE

Bachelor's, associate's, or equivalent degree in a technology-related field from a university, college, or technical school. Prefer three to five-years of related experience and training or equivalent combination of education and experience.

LICENSES AND CERTIFICATIONS

Technology-related certifications (e.g., CompTIA, Microsoft, Cisco, A+) helpful, but not required. Valid driver's license and personally owned vehicle sometimes necessary for remote site support.

PERFORMANCE EVALUATIONS

Management may measure an employee's performance in accordance with the specifications of this job description. This job description is subject to change by the employer as the needs of the employer and the requirements of the job change.

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