



City of Pittsfield *Job Description*

Position Title:	IT Support Specialist I	Grade Level:	06/80
Department:	Information Technology	Union/Non-Union:	S&P Union
Reports to:	Chief Information Officer	Date Prepared:	10/2018

Job purpose

Reporting to the Chief Information Officer, the IT Support Specialist I will provide end user support to City of Pittsfield employees. The IT Support Specialist I must approach this role from a customer service focus, and should consider their coworkers as being their customers. As such, technical knowledge, responsiveness, and interpersonal skills are each critical elements of success in this position.

Duties and responsibilities

1. Provide end user support.
2. Manage help desk system (monitor for and respond to help desk tickets as they are submitted by end users.)
3. Active Directory administration including management of;
 - a. User Accounts
 - b. Computer Accounts
 - c. Global Groups
 - d. Distribution Groups
4. Troubleshooting LAN / WAN connectivity issues.
5. Development and maintenance of the Windows system image including;
 - a. Image building and deployment
 - b. Image servicing / patching with WSUS
 - c. Application deployment / patching with Group Policy
6. Support and administration of VOIP and cellular telephones.
7. Administration of cloud based and on premise line of business applications.
8. Develop training material and conduct end user training.
9. Administration of City of Pittsfield website.
10. Hardware and software asset management.
11. Performs other duties as required or assigned.

Qualifications

1. At least five (5) years of full-time experience in an IT support related field.
2. Bachelor's degree in computer science or information systems is preferred, a combination of relevant field experience, training, and education will be considered.
3. Preference will be given to candidates who possess a CCNA, Network+, or Microsoft client certifications.
4. Knowledge of and familiarity with supporting computers running Microsoft Windows in an Active Directory domain environment.
5. Knowledge of and familiarity with identifying and troubleshooting network related issues.
6. Willingness and ability to learn new technologies and take on additional responsibilities as required by the position.

Working conditions

This is an office-based job in a dynamic municipal building, but may also include working in industrial environments such as mechanic's garages as well as the outdoors. While performing the duties of this position, the incumbent is required to: interact and communicate frequently with the public, government officials, other staff members, and/or third parties transacting business with the City.

Physical requirements

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. To perform the essential functions of the job, the employee must be able to perform the following: Stooping, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing/listening, seeing/observing, repetitive motions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Light physical labor, including lifting objects up to 50 pounds. Must possess a valid Massachusetts driver's license.

Direct Reports

None

Approved by:	<i>Michael Steben, CIO</i>
Date approved:	<i>11/29/2018</i>
Reviewed:	<i>10/2018</i>