



JOB DESCRIPTION

Title: Infrastructure Support Analyst

Department: Information Technology

Reports to: Director of Information Technology

Pay Grade:

Date Adopted: July 3, 2024

Previous Revision Date:

Last Revision Date:

Type: Full Time

Part Time

FLSA: Exempt Salary

Non Exempt Hourly

Union: Yes

No

Job Summary:

Provide technical support by maintaining and administering the City's IT infrastructure, ensuring its reliability, security, and performance. Troubleshooting the City's computer networks. Provide policy, technical, and administrative support for all City network users. Ensure compliance and security.

Essential Functions:

1. Monitor, maintain, and troubleshoot the City's IT infrastructure, including user desktop computers, servers, networks, and associated hardware and software.
2. Provide technical support to end-users, diagnosing and resolving hardware and software issues in a timely manner.
3. Implement and maintain security measures to protect the City's IT infrastructure from internal and external threats, including malware, viruses, and unauthorized access.
4. Develop and implement backup and disaster recovery plans to ensure the integrity and availability of critical data and systems.
5. Coordinate and perform system upgrades and patches to keep the IT infrastructure up-to-date and secure.
6. Create and maintain documentation related to the IT infrastructure, including network diagrams, configurations, and procedures.

7. Liaise with external vendors and service providers to procure IT equipment and services, as well as to resolve technical issues.
 8. Monitor system performance and capacity utilization and make recommendations for infrastructure upgrades or expansions as needed.
 9. Ensure compliance with relevant laws, regulations, and policies governing IT infrastructure and data security.
 10. Provide training and knowledge sharing sessions to end-users and colleagues to enhance their understanding of IT systems and best practices.
 11. Attend professional development conferences, seminars, and classes.
 12. Employee must be able to be "on-call".
 13. Report to work within thirty-five (35) minutes for emergencies under normal driving conditions, as required.
 14. Employee must be able to work extended hours in an emergency.
 15. Operate Microsoft Word, Excel, Power Point, Gmail, etc.
 16. Operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
 17. Keep confidential information confidential.
 18. Serve on the City phone bank and provide administrative support as needed during Emergency Operations.
 19. Work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals. Work may occur after normal business hours.
 20. Punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
 21. Perform other work which is consistent with the essential functions of the job.
 22. Perform other duties as assigned.
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Education and Special License(s)/Certifications:

Associate's degree or certification in a technology related field, or two (2) years of experience in related field.

Experience:

Two (2) years of related work experience preferred. Experience with Microsoft Windows desktop and server OS, Visualization technologies such as: Hyper-V or VMware preferred. Experience with networking switches, firewalls, and VOIP phone systems preferred.

Skills:

1. Effective oral and written communication skills.
 2. Good listening skills.
 3. Ability to perform basic math and accounting skills.
 4. Organizational skills.
 5. Analytical skills.
 6. PC computer skills. (Windows-based word processing and spreadsheet software skills).
 7. Manual dexterity.
 8. Ability to work in environment with constant interruptions.
 9. Good typing and data entry skills.
 10. Reading.
 11. Good customer/public relations.
 12. Ability to work independently.
 13. Working knowledge of word processing, email, and calendaring computer software applications.
 14. Excellent interpersonal skills.
 15. Excellent grammar, punctuation, spelling, and proofreading skills.
 16. Supervisory and leadership skills.
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Mental Requirements:

1. Ability to read and comprehend city, state, and federal regulations.
2. Ability to analyze complex problems and recommend possible solutions.
3. Ability to speak before the public.
4. Ability to communicate effectively with staff, elected officials, and others.
5. Diplomacy and judgement.
6. Ability to organize files and retrieve data effectively.
7. Ability to learn and understand PC software applications.
8. Alpha and numeric recognition.
9. Ability to prioritize work.
10. Logical reasoning.
11. Patience.
12. Ability to carry out assignments through oral and written instructions.
13. Concentration.

14. Accounting principles.
 15. Ability to compute basic math computations.
 16. Ability to work on several projects at once.
 17. Ability to read and comprehend City policies and ordinances, State, and Federal laws and regulations.
 18. Ability to train and guide others.
 19. Ability to exhibit tact, diplomacy, and judgment when dealing with co-workers, other City employees, and external contacts.
 20. Ability to analyze complex problems and recommend possible solutions.
 21. Ability to multi-task.
 22. Ability to work under pressure.
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Physical Requirements:

1. Ability to lift 20 pounds and transport 20 feet.
 2. Ability to make and receive phone calls.
 3. Visual stamina and acuity adequate to review alpha/numeric data and spend long periods looking at computer screen.
 4. Ability to operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
 5. Hand and eye coordination adequate to input computer data and operate various office equipment.
 6. Ability to sit and be attentive for extended periods of time.
 7. Travel outside of office locally and out of state.
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Supervisory Responsibility (Direct and Indirect):

Direct None

Indirect None

Disclaimer:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position.

Approved:

Tobias J. Tempelmeyer, City Administrator

July 3, 2024