



JOB DESCRIPTION

JOB TITLE:	Information Technology Specialist
DEPARTMENT:	Police Operations
REPORTS TO:	Police Captain
FLSA/STATUS:	Regular/Full-time, Non-Exempt

Reporting to the Police Department Administration, the Information Technology Specialist provides day-to-day assistance with on-site technical support for both hardware and software. The ideal candidate will be expected to oversee the development, implementation, integration, optimization, and maintenance of numerous facilities related systems, platforms, and tools in order to support the effective and efficient execution of the City of Forest Hill's strategy.

ESSENTIAL JOB FUNCTIONS:

- Manage supporting servers, virtual machines, cloud services, on premise applications, cloud-based applications/Software-as-a-Service, others, as well as endpoint support (workstations, laptops) to users.
- Manage hardware and software inventory, licenses, and software upgrades. Develop and maintain standards, policies and procedures to ensure compatibility, sustainability, and usability of hardware, software and systems.
- Plan for future system needs, provide analysis and advice on operations and processes; evaluate and replace old systems no longer serving City of Forest Hill's needs.
- Lead strategic and operational planning for design, development and implementation of organizational information systems, software applications, and IT support and infrastructure systems.
- Work closely with partners to evolve a technology and information roadmap based on evolving and emergent needs, placing realistic expectations on the scope and delivery of the project services.
- Collaborate with Director on technology architecture, security, and strategy.
- Participate in all hardware and software evaluations and review of IT contracts. Ensure that hardware, software, and services are reliable, secure, and efficient.
- Help establish and enforce policies related to technology with the intent to maintain consistency throughout the organization. Ensure all protocols are followed and in compliance with policies and legal requirements.

- Provide leadership in planning and managing IT product and service development. Oversee the effective delivery of computer operations and production support, system and databases administration, network operations, PC/desktop support, and customer service.
- Ensure users are provided professional, courteous and responsive support service while staying abreast of trends and regulations to ensure effectiveness and compliance.
- Ensure appropriate IT data security, risk management, disaster recovery and business continuity planning processes and regular review processes are in place and functioning.
- Provide training and instructions in the use of hardware and software to City employees and make recommendations for hardware, software and other services.
- Perform related work as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to work independently and well with others;
- Ability to take responsibility in all situations, including emergencies;
- Organized/able to multi-task;
- Dependable;
- Exhibit professional demeanor at all times;
- Excellent communication skills;
- Possess outgoing personality.

EQUIPMENT, MACHINERY, TOOLS, and MATERIALS UTILIZATION:

Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

ENVIRONMENTAL FACTORS:

Performance of essential functions may require exposure to adverse environmental conditions, such as water, sewer, dirt, dust, pollen, wetness, humidity, rain, temperature extremes, traffic hazards, loud noises and/or bright/dim light. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

PHYSICAL CAPABILITIES

Work is performed predominantly indoors. Work is required at various sites, or city facilities. While performing the duties of this job, the employee is continually required to stand and walk; use of hands, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is frequently required to sit, climb or balance, stoop, kneel, crouch, crawl, talk, hear and smell. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

REQUIRED TRAINING AND EXPERIENCE

- High School diploma or its equivalent GED. Must have abilities to establish and maintain effective working relationships; and communicate courteously with other city employees, officials, contractors, and the public.
- Associate degree in Computer Science, Information Systems or a related field, and/or a minimum 2 years of technical experience in an information technology environment. Should possess a solid technical understanding of computer systems, client/server applications, Microsoft operating systems and software. Recent technical training in computer systems necessary. Must be able to think critically and troubleshoot problems utilizing all available resources.

LICENSES AND CERTIFICATES:

- Valid Class C Driver's License, Comp ITA Certification, A+, Network+

Please submit application including resume to:

City of Forest Hill
Human Resources Department
Attn: Caroline E. Green
3219 California Parkway
Forest Hill, Texas 76119