

INFORMATION TECHNOLOGY OFFICE SPECIALIST

Department: <u>Information Technology</u>	Classification/Grade: <u>20</u>
Division: <u>Information Technology</u>	FLSA Status: <u>Non-Exempt</u>
Reports to: <u>IT Division Manager</u>	Date Approved: <u>July 2011</u>

Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with a specified position. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, descriptions/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.

DEFINITION

Actively support and uphold the stated mission and values of the City of Mesquite and the Information Technology Division. Under primary direction of and evaluation of the Information Technology Manager, performs special and diversified clerical support for the Information Technology Division and tasks necessary for the daily successful operation of the Division.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public
2. Assist with policy/procedures and work standards to improve the overall quality of the Information Technology Division.
3. Assist with Information Technology strategic planning efforts.
4. Provide general assistance regarding e911 system including address input and verification.
5. Assure compliance with City, State and Federal information security policies and procedures.
6. Assist with voice, video or data recordings to assist other departments in securing evidence.
7. Perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.
8. Organize and maintain filing system; maintain records, forms and licenses.
9. Independently compose, compile and prepare correspondence, reports and related documents as directed by the Division Manager; prepare and proofread a variety of reports, letters, memoranda, and statistical charts from rough draft or verbal instruction.
10. Direct telephone calls and public inquiries to the correct staff or Department, or when appropriate, resolve the problem, question, or complaint.
11. Maintain appointment schedule and calendar for Division Manager; coordinate and schedule meetings and occasional special events; make travel arrangements for Division Manager and other division staff.
12. Assist with annual technology and security audits.
13. Monitor and attend activities of assigned committees.
14. Assist with Division budget preparation and purchasing process.
15. Contribute to the efficiency and effectiveness of the division's service to its customers by offering suggestions and directing or participating as an active member of a work team.
16. May drive a personal or City vehicle to attend meetings.
17. Be dependable and meet acceptable attendance requirements at all times.
18. Follow all applicable safety rules and regulations.

OTHER JOB FUNCTIONS

- A. Protect confidential information by preventing unauthorized release, both verbal and/or writing
- B. Perform other related duties as assigned

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

Knowledge of:

- IT Division functions, policies and procedures.
- Organization, procedures and operating details of a municipal government
- Modern office procedures, methods and computer equipment, programs, application and uses.
- Streets, businesses, boundaries, districts, and zones which represent geographical areas of responsibility within the City.
- Good communication and public relations skills.
- Federal, state, county, and City laws, regulations, and ordinances.

Ability to:

- Type at a speed necessary for successful job performance.
- Communicate effectively both verbally and in writing.
- Interpret and apply administrative and division policies and procedures.
- Utilize effective time management and goal setting skills and perform multiple tasks against strict deadlines.
- Contribute effectively to the accomplishment of team or work unit goals and objectives.
- Work cooperatively with other departments, City Officials and outside agencies.
- Establish, maintain, and foster positive and professional working relationships with those contacted in the course of work.
- Analyze a situation and make sound recommendations and decisions.
- Work independently on assigned projects involving research and data collection.
- Organize and maintain accurate files and records.

Special Requirements

Residency Requirement: Must be able to respond within 30 minutes from residence.

Experience, Education and Training:

Any equivalent combination of training, education and experience which provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

- Education: High School Diploma or G.E.D. Associates degree from an accredited college or university preferred.
- Experience: Two years administrative assistance, data entry and organizational experience
- License or Certificate: Must possess, at the time of employment and continuously throughout employment, a valid Class “C” driver’s license.

WORKING CONDITIONS

Work is performed under the following conditions:

Physical Requirements

Duties require sufficient mobility to work in a typical office setting and use standard office equipment, including a computer; sustained posture in a seated position for prolonged periods of time; frequent standing, stooping, twisting, bending, kneeling, and reaching; vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Must be able to handle stressful situations. Great mental ability is required daily. Must carry/lift/push or pull loads of up to 25lbs.

Job Hazards/Risk Factors:

Employee may risk physical hazard from angry, unstable, violent and highly volatile prisoners and citizens and from weapons; exposure to communicable diseases, hazardous materials and body fluids. Risk of civil litigation due to performance of duties.

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

Revised & approved: June 2007
October 2009
July 2011 (Reports to)