



Town of Edgewood
Information Technology Specialist

Position Purpose: Serve as the lead in aligning information technology services with Town-wide and department-level strategic and operational goals. Manage, plan, and direct the introduction and maintenance of information technology services for the Town's operations. Perform a variety of complex systems analysis duties in the design, implementation, and maintenance of management information systems and supporting computer hardware and software application, including cloud-based, on-premises, and emerging technologies and perform a variety of technical tasks relative to the assigned area of responsibility. This lead position is expected to demonstrate meaningful knowledge of methodologies and tools necessary to perform the duties listed above and have proficiency with the business systems and technology with minimal supervision.

Essential Job Functions: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended to be a comprehensive list. Rather, it is intended to provide a representative summary of the major duties and responsibilities. The incumbent(s) may not be required to perform all duties listed and may be required to perform additional position-specific tasks.

- Recommend, design, implement, install, and maintain computer software applications used multiple Town departments.
- Manage customer relations and expectation.
- Perform technology repairs on resources, computers, telephones, networks, and audio-visual equipment.
- Troubleshoot problems and research methods for solutions.
- Research new ideas, innovations, and technologies to benefit the Town's IT systems.
- Prepare a recommended annual budget for the Town's IT systems.
- Configure servers, domains, and routers.
- Train users and provide technical support and assistance on hardware and software features.
- Maintains Town-wide computer networks and troubleshoot problems with Town personnel.
- Work independently in the absence of supervision.
- Establish and maintain effective working relationships with those contacted during the course of the work.

MINIMUM QUALIFICATIONS

Required Knowledge and Skills:

- Possession of a valid New Mexico Driver's License, or the ability to obtain by date of hire.
- 2+ years of experience in Network, System Administration, Information Technology, Computer Science, Hardware/Software support, Web Development, Customer Support, and interaction with vendors.
- Well experience with network infrastructure and technologies and the configuration of switches and routers.
- Strong customer support service and troubleshooting skills.
- Minimum four years of experience with Windows Server in a physical and virtual environment.
- Advance methods and techniques of application development, system design, configuration, integration, installation, troubleshooting, and maintenance of software applications.
- Office 365 Administration experience is required.

Preferred Knowledge and Skills

- System development life cycle phases, activities, and implications.
- Basic budgeting, contracting, purchasing practices, policies, and procedures.
- Operational characteristics and capabilities of database management systems.
- Knowledge of internet filtering protocols, VPN protocol, and Wi-Fi protocols.
- Monitor and administer network-control software and services (DNS, DHCP, NTP, etc.) that are Windows based.
- Knowledge of IP phone telephony (IP voice and video).
- Experience with audio-visual systems.
- Ability to work remotely, if required.

Education, Experience, Certifications, and Licenses:

- Bachelor's degree from an accredited college or university in information systems or computer science. In lieu of a degree, experience may be considered.
- Three years of software applications analysis design, programming or implementation and project management experience.
- Cisco CCNA (Cisco Certified Network Associate) or other similar certification are preferred.
- Database and website knowledge (SQL, Apache) is preferred.
- CompTIA Linux or similar.
- A+ Repair or similar.

Environmental Factor and Conditions

- Daily actively level: Blend of sedentary and physical work.
- Job requires normal vision. Keystroking or repetitive motion of hands/fingers/arms, and bending/kneeling/crawling; lifting carrying/pushing/pulling up to 49 lbs.
- Work requires regular punctual attendance, as well as attendance at meetings and special events outside the normal work schedule.
- Work requires ability to speak, hear, touch, and see.

Equipment and Tools Utilized:

- Vehicle.
- PC repair tools.
- Networking tools.

Pay Band

Min	Mid	Max
22.50	28.75	35.00