



## EMPLOYMENT OPPORTUNITY

Information Technology Specialist
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Salary: \$27.95 Hourly  
 Job Type: Full Time  
 Department: Information Technology  
 Benefits: Benefits Eligible

### The Position

Under general direction, assists in the planning, coordination, and implementation of the activities, operations, and advanced duties in support of the Town's applications, systems, network and telecommunications; coordinates assigned activities with other departments and divisions, outside agencies, and the general public; and performs related work as required.

### Job Functions

- Assists in the day-to-day operations of the Town's technology needs; implements system upgrades; installs new and additional hardware and software as required; replaces, repairs, upgrades, and maintains system hardware and software; monitors and recommends improvement to operational performance and security; troubleshoots system problems; isolates the cause of system failures; maintains operational efficiency and load balancing of the systems.
- Evaluates and analyzes the Town's information systems needs and requirements; develops and recommends application and resource priorities; administers changes and adjustments to systems as needed.
- Recommends the purchase of new supplies and equipment as necessary.
- Monitors the performance of the system; tracks possible problem areas affecting response time and prepares recommendations for correction of problems and improvement in performance.
- Performs diagnostic testing and analysis in troubleshooting and repair of voice network.
- Manages the allocation of resources including disks, terminals, and memory.
- Assists in developing and implementing backup policies and procedures; performs system backups.
- Assists in developing, implementing, maintaining, and enforcing policies and procedures for information systems operations.
- Ensures that the operational, environmental, and application software are kept up with current release levels.
- Analyzes, configures, plans, installs, maintains, and troubleshoots personal computers, cabling, and peripherals.
- Conducts formal and informal training programs on the use and operation of various telecommunications and computer systems hardware and software.
- Designs, develops, and maintains websites and intranet sites.
- Develops and implements basic web applications and automated Information Technology.
- Supports telecommunications, including telephone service at various sites, lease lines, landlines, and call and pager services.
- Develops justifications and recommendations for acquisition of computer hardware and software; prepares specifications for bid documents and evaluates proposals; reviews and evaluates contracts and proposals.
- Works with vendor representatives to identify and correct causes of hardware and software malfunctions and to perform enhancements.
- Responds to and resolves difficult inquiries and complaints.
- Attends and participates in professional group meetings; stays abreast of new trends, innovations, equipment, and languages used in computer systems, Information Technology, word processing, spread sheets, databases, graphics, and desktop publishing.
- Provides emergency response to reduce down time, correct errors, monitor vendor activity, off hours scheduled maintenance, and system failures or on as needed basis; may be required to wear a Town-supplied cell phone during on-duty and off-duty hours, including on call support as require.
- Performs other duties as assigned.

## Qualifications

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Minimum of an Associate Degree in computer science, information technology, business administration, or a related field, and four (4) years of recent related responsible computer systems, systems analysis, network management, or related experience. Bachelor's Degree in one of these fields or possession within probationary period (12 months) is desired.

License: Valid California class C driver's license with satisfactory driving record.

## Selection Process

A completed Town employment application is required by the close of recruitment. Recruitment will close on Monday, July 29, 2019 at 5:30 pm. The successful candidate must pass a physical exam and Department of Justice background check. Application package is available at Town of Apple Valley, 14955 Dale Evans Parkway, Apple Valley 92307, or on our website at [www.applevalley.org](http://www.applevalley.org). The Town of Apple Valley participates in the E-Verify program.

*The Town of Apple Valley does not discriminate on the basis of age, sex, race, religion, national origin, marital status, sexual orientation, or handicap status in its employment actions. If applicant has a disability that may require an accommodation, please contact Human Resources in writing at time application is submitted. The Town of Apple Valley participates in the E-Verify program.*