



TITLE: IT Systems Specialist III
PG: GR
DEPARTMENT: Information Technology
REPORTS TO: Assistant Director of Information Systems/CIO
REVISION DATE: JULY 2022

PURPOSE OF POSITION:

The purpose of this position is to assist in the efficient and orderly functioning of the information systems of the City of Gallatin. This includes oversight of IT-related projects; establishing collaborative groups with other departments and agencies to ensure efficient and effective processes to facilitate data sharing; assisting in the development and maintenance of the departmental strategic plan; assessing user training needs and training users in effective use of applications; making recommendations regarding hardware and software acquisitions; preparing documentation and providing user assistance to city staff; and performing related work as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive and other duties may be required and assigned.

1. Recommends plans for future growth and additions including budgetary planning and configuring existing systems for growth and additions.
2. Maintains current knowledge of hardware, software, industry standards and best practices relating to information technology and recommends modifications as necessary.
3. Assists in the development of policies and procedures related to IT.
4. Assists in the development and maintenance of the departmental strategic plan.
5. Collaborates with other departments and agencies in developing and/or redesigning effective, streamlined processes to ensure efficient sharing of data.
6. Provides project management oversight for assigned departmental projects.
7. Assists in instructing staff in the use of standard business and administrative software, including word processing, spreadsheets, and database management; provides instruction or written documentation where required.
8. Serves as administrator for departmental and enterprise applications, planning and implementing installations, upgrades, and enhancements as required.
9. Creates, develops, maintains, and conducts formal and informal training programs in PC applications.
10. Ensures the confidentiality, integrity and availability of City data & systems as it relates to their assigned duties.
11. Regular and predictable attendance.
12. Ability to work in a cooperative manner with others.
13. Performs other duties of a similar nature or level and special projects, as assigned.

MINIMUM QUALIFICATIONS:

- Associate's degree from an accredited college/university in an information technology field or business administration with emphasis in technology.
- Bachelor's Degree preferred with a minimum of three (3) years' work experience in an IT-related field specific to their functional role may be substituted for education requirements.
- Industry certifications may be substituted for the Associate's degree.
- Must not have been convicted of or pleaded guilty to or entered a plea of nolo contendere to any felony charge or to any violation of any federal or state laws or City ordinances relating to force, violence, theft, dishonesty, gambling, or controlled substances.
- CJIS Certification will be required.
- Given the sensitivity of the position, successful candidates must successfully pass background checks, and maintain finger prints on file.

- Must have valid driver's license.

KNOWLEDGE, SKILLS AND ABILITIES:

- Detailed knowledge and skill in current Information Technology, industry standards and best practices including some or all of the following:
 - IT Service Management frameworks/standards (ITIL, ISO 20000, etc.)
 - Ability to document standards and best practices.
 - Proven technology implementation experience.
 - Knowledge of Windows operating systems and professional software.
- Detailed knowledge with personal computers, monitors, printers, scanners, their connections, and other communication storage devices.
- General knowledge of project management principles and concepts.
- Exceptional problem-solving skills.
- Experience in the development of IT Policies, strategic plans.
- Ability to multitask and prioritize requests and projects.
- Ability to work under tight time frames to meet target dates.
- Ability to take control of situations in a responsible manner.
- Ability to establish and maintain effective and professional working relationships with employees and governmental officials.
- Ability to prepare and maintain accurate and concise records and reports.
- Ability to understand and effectively carry out verbal and written instructions.
- Ability to communicate effectively, in both written and verbal form, with other members of the staff, supervisor, and the public.
- Ability to develop, interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to maintain discretion and confidentiality regarding business-related files, reports and conversations, within the provision of open records law and other applicable State and Federal Statutes and Regulations.
- Organizational and time management skills needed to meet deadlines.
- Must have ability to work accurately with attention to detail.
- Ability to work the allocated hours of the position, including after hours for 24/7 operations.

PHYSICAL REQUIREMENTS:

This is medium work requiring the exertion of up to 60 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires the ability to sit for extended periods of time at a work station or desk, but will also work in awkward or confining workspaces where the environment may be dusty.

Physical activities include reaching, fingering, grasping, and repetitive motions. Also includes the necessity to communicate by talking, hearing/listening. Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus.

WORK ENVIRONMENT:

Works in an office setting, in generally comfortable conditions.

The City of Gallatin is a drug-free equal opportunity employer, with policies of non-discrimination on the basis of race, sex, religion, color, national or ethnic origin, age, disability, military service, or political affiliation.

In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.