



## JOB OPPORTUNITY

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### IT SPECIALIST

Current Pay Range (F): \$20.27 - \$28.59 per hour (depending upon qualifications)

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*Following is a brief overview of the position. Please review the entire job description (attached) for a complete listing of the essential duties, responsibilities, physical demands and working environment, minimum qualifications, and other requirements of this position.*

#### **Class Summary**

The City of Hudson is accepting applications for the position of IT Specialist within the City's Information Technology Department. This position is responsible for performing the daily maintenance and administration of the City's computer network and Velocity Broadband network. Determination of full-time or part-time will be made based on qualifications.

#### **Minimum Qualifications**

Please review the Minimum Qualifications section found on the attached job description.

#### **How to Apply**

Employment application forms may be printed at [www.hudson.oh.us](http://www.hudson.oh.us) or obtained at Hudson City Hall, 1140 Terex Road, Hudson, Ohio, Monday through Friday, between 8:00 a.m. and 4:00 p.m. Completed employment application with resume attached may be submitted by email to [HumanResources@hudson.oh.us](mailto:HumanResources@hudson.oh.us) or mailed to City of Hudson/HR, Attn: IT Specialist, 1140 Terex Road, Hudson, Ohio 44236. **Completed application with resume must be received no later than 4:00 p.m. on March 6, 2020.** EOE

*The City of Hudson is an Equal Opportunity Employer and maintains a policy of Equal Employment Opportunity for all employees and applicants. The City of Hudson does not discriminate in employment or the provision of services on the basis of race, color, national origin and ancestry, gender (sex), religion, age, disability, sex (wages), military status, genetic information, pregnancy, or any other characteristic protected by Federal or State law.*

Date Posted: 2/13/20

# City of Hudson, Ohio

## IT Specialist

FLSA Status: N

Class Code: Non-Bargaining

Updated: 02/06/2020

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### CLASS SUMMARY

This position performs daily scheduling, support, and administration for technology services delivered by the City's IT and Velocity Broadband Departments. An employee in this class is responsible for ensuring continued reliable availability of customer facing and internal support services. Customer facing services include, but are not limited to, installation scheduling, technical support, device configuration assistance, on-site device setup, on-site service verification. Internal support services include but are not limited to customer and business market documentation, contractor scheduling, inventory management, contractor kit preparation, and technical incident response. Employee will acknowledge, troubleshoot and resolve inbound tickets and will be the point person for customer service requests requiring additional internal and/or external resources.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** *(Any one position may not include all the duties listed nor do the listed examples include all duties which may be found in positions of this class. Allocation of positions to this class will be determined on the amount of time spent in performing the primary duties.)*

Manages day-to-day responses to all inbound tickets from internal and external users. Will be responsible for analyzing, troubleshooting, and resolving most issues. Escalates more complex issues to the appropriate staff or contractors for resolution.

Verifies that the appropriate hardware and software is ready for contractor and customer use. As directed, this will include performing maintenance, upgrades, replacement of equipment and equipment parts to ensure system reliability.

Will be the key person responsible for the organization, scheduling, close-out, and documentation of Velocity Broadband customer installs and changes. Will be responsible for the coordination of internal departments for software and hardware upgrades.

Works independently to troubleshoot and resolve issues/tickets in a timely manner. Might need to respond occasionally to emergencies after-hours or on weekends as scheduled and/or based on environment demands.

Researches new and emerging technologies to improve service delivery and improve contractor reliability. Assists in the decision-making process for new procedures that directly influence the customer experience.

Creates and maintains detailed documentation that can be added to the cities customer relationship management (CRM) system.

Maintains positive relations with vendors, contractors, subscribers, customers, and the general public in carrying out the responsibilities of this position. Work with consultants as required to ensure the success of all technical projects.

## City of Hudson, Ohio

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Attends day and evening meetings as required. Occasional night and weekend work may be required due to special projects, maintenance, or emergencies.

Must have regular, reliable, and punctual attendance. Must follow and comply with City rules and policies.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT** *(The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

The physical demands and working environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in an office and outdoor setting. Hand-eye coordination is necessary to operate drafting instruments, computers, and various pieces of office equipment. Occasionally required to stand; walk; use hands to manipulate or operate objects, tools, or controls; and reach with hands and arms. Occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear.

Occasionally must lift and/or move up to 30 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. Occasionally works in outside weather conditions. Occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, and toxic or caustic chemicals.

The noise level in the work environment is usually quiet to moderate.

### MINIMUM QUALIFICATIONS

Work requires possession of a bachelor's degree in Information Systems, a related field, or a minimum of three years' experience in a diverse IT environment and/or technical role.

Experience working with users of varying skillsets using various equipment types:

- Strong communication skills with potentially limited information
- Excellent customer service skills and ability to handle multiple customer interactions in short succession
- Ability to effectively prioritize and execute tasks in a deadline driven environment
- Demonstrable project management and resource scheduling experience.

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- Willingness to learn new technologies and methods of troubleshooting
- Troubleshooting multi-unit systems with different tools and diagnostic features and customer information
- Experience with Microsoft Windows 7/8/10, Microsoft Office, 2008/2012, Salesforce
- Proven analytical and problem-solving abilities
- Ability to establish and maintain effective working relationships.

**LICENSE, CERTIFICATE, OR OTHER REQUIREMENTS** *(All required licenses and certificates must be current, and the privileges granted under each cannot be suspended or otherwise encumbered.)*

Valid State of Ohio driver's license.

Preferred certifications:

Network+, A+, or equivalent skill level

CCSP (Certified Customer Service Professional) or like training