



City of Irving Job Description

I.T. Infrastructure Specialist

FLSA Status:	EXEMPT	Job Department:	Information Technology
Job Code:	I231	Reports To (Job Title):	I.T. Infrastructure Manager

PURPOSE

To provide the installation of network-related software and hardware, systems administration, and network servers support.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Maintain and install new and upgraded operating system servers, routers, and switches.
- Provide support for system and network backup issues.
- Provide technical support for end users.
- Administer network installation and updates of production software.
- Configure and install new network equipment.
- Coordinate network security issues with the I.T. Infrastructure Security Analyst.
- Install and (re-)configure computer network hardware and network/communications software.
- Diagnose and repair network hardware and software problems.
- Work with hardware and software vendors on installation, project coordination, maintenance, and emergency response.
- Maintain, upgrade, and support firewalls.
- Keep an inventory of the City's computer systems.
- Create and maintain City's support documentation.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Provide off hours support for service desk.
- Provide network support on nights and weekends.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

Awareness of financial needs and deadlines to maintain, upgrade, and perform potential enhancements to system, as well as legal/regulatory licensing requirements, so recommendations can be made to management for budgeting and payment approval.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree from an accredited college or university with major course work in Information Technology or a closely related field.

EXPERIENCE

- Minimum of two (2) years of networking and computer support experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas driver's license.
- Appropriate hardware and software certifications as required by specific job duties.

KNOWLEDGE OF

- Computers and Electronics: Electric circuit boards, processors, chips, and computer hardware and software.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Advanced Math: Mathematical calculations including geometry, trigonometry, algebra, statistics, and calculus.
- Computer Networks: Various hardware and software necessary to build a functional network, including routers, switches, firewalls, hubs, wiring, and how TCP/IP packets flow through the system.
- Programming Methodology: Necessary computer languages, basic principles, formulas, syntax, and documentation practices.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Operations Analysis: Analyzing needs and product requirements to create a design.
- Active Learning: Working with new material or information to grasp its implications.

- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Service Orientation: Actively looking for ways to help people.
- Reading Comprehension: Reading and interpreting documents.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Speech Recognition: Identifying and understanding the speech of another person.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Problem Analysis: Identifying and defining problems, collecting data, establishing facts, and drawing valid conclusions.
- Self-Management: Working independently and without supervision.

GUIDANCE RECEIVED

General Standards

A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

OUTSIDE CONTACTS

The employee interacts with City staff, generally key administrative support up through the manager level, across multiple Departments when troubleshooting network issues, installing network systems or services and providing end users with training and support.

Externally, s/he interacts with Vendors, related to network and software systems for the purpose of receiving technical support, best practices, upgrade information, technical advancements and consulting services. Additionally, s/he engages with staff from other organizations for the purpose of establishing relationships, knowledge transfer, and general industry networking for the City's benefit.

EQUIPMENT AND PROPERTY

Personal computer, mobile phone, division-shared iPad, city-issued ID badge, and secure thumb drive.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is grasp, handle, feel, listen, see, sit, stand, and/or talk. Frequently, s/he is required to carry, drive a vehicle, lift up to 25 pounds, pull, push, reach, stoop, and/or walk. S/he occasionally is required to balance, climb, crawl, kneel, and/or lift up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually quiet.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.