TOWN OF ROCKY HILL JOB POSTING
(This is an advertisement. Please see below for a detailed job description.)

DEPARTMENT OF INFORMATION TECHNOLOGY
INFORMATION TECHNOLOGY TECHNICIAN - SYSTEMS

The Town of Rocky Hill is seeking qualified applicants for the position of **Information Technology Technician - Systems**. It is essential for applicants to possess the capability to remain current with new information technology and data communication trends and services. Qualified applicants must have thorough knowledge of the principles, problems, issues, current techniques, and uses of information technology in a municipal government environment. For a detailed job description and list of essential functions, please see pages 2 through 4 below.

Demonstrated experience and knowledge in the following areas is highly preferred:

1. Microsoft operating systems including Windows 7, Windows 10, and Server 2012;
2. Microsoft applications including Exchange 2010 and SQL Server 2014;
3. VMWare virtualization platforms;
4. Knowledge of Extreme Networks (Enterasys) switching platform;
5. Knowledge of Fortigate firewalls;
6. Knowledge of Barracuda platform; and
7. Experience with CISCO Unified Communications; and
8. Experience with CJIS security requirements.

Application materials must clearly reflect significant experience and achievements with information technology systems. Application packages must be complete and submitted to Human Resources in accordance with instructions set forth below.

This position is part of the MEUI Local #506 Union contract. Salary (see Appendix A of collective bargaining agreement) is $69,719 and hours will be in accordance with the Union contract which can be viewed online at: http://www.rockyhillct.gov/MEIU_Contract1.pdf.

Interested applicants must submit each of the following: 1) A resume; 2) A letter of interest which demonstrates how you meet the qualifications; and 3) A completed Town of Rocky Hill Application for Employment. All application materials must be submitted via email to Human Resources (hrdept@rockyhillct.gov). Applications will be accepted until the position has been filled.

Please be advised finalists will be required to undergo a comprehensive background, financial, and/or criminal investigation.

The Town of Rocky Hill is an EEO/AA Employer and complies with the ADA.

Town of Rocky Hill
Job Description

POSITION: **INFORMATION TECHNOLOGY TECHNICIAN: SYSTEMS**
DEPARTMENT: **INFORMATION TECHNOLOGY**
REPORTS TO: **DIRECTOR OF INFORMATION TECHNOLOGY**
SUPERVISES: **PART-TIME EMPLOYEES**
BARGAINING UNIT: **MEUI, LOCAL #506**

Summary of Responsibility:

Under the general direction of the Technology Director, plans organizes, participates and supports the implementation, operation and support of information technology services serving all Municipal Department. Evaluates, installs, troubleshoots and maintains information technology systems and services. Provides technical instruction to Information Technology staff on the use of network management systems.

Essential Functions:

1. Consults with department heads and other Town staff to assess and determine departmental needs and effective application of technology and alternatives to meet identified needs;
2. Advises, coordinates and assists in the review of hardware specifications of new equipment, new software, peripherals and equipment maintenance services and makes recommendations regarding their applicability to the Town;
3. Troubleshoots and resolves user software and hardware issues as they relate to data and telecommunications platforms, desktops, servers, network attached devices, and mobile devices;
4. Upgrades system(s) software, manage user security systems, manage user accounts, and supports disaster recovery operations;
5. Support end user requests for service and support via Technology Help Desk.
6. Works with vendors and consultants on purchases of new equipment, repairs and maintenance of existing hardware and software;
7. Supervises part-time staff, including those who operate filming;
8. Support the operation of the community government public access channel. Operate video and audio equipment in support of public meetings as needed. Some off hours work required from time to time;
9. Train and support end-users in the use of computer systems;
10. Coordinate and implement procedures and guidelines according to Town policies;
11. Architect network and server infrastructure;
12. Proactively monitor and evaluate network, server, and application performance;
13. Document network, systems, and application configurations;
14. Train Information Technology staff on use of network management tools; and
15. This position is dynamic and job duties will vary accordingly as systems are replaced and new technology is introduced.

The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar or a logical assignment to the position.

Qualifications and Competencies:

1. Five (5) years of progressively responsible experience in relevant field of information technology; or, alternatively, a bachelor's degree in a relevant field and a minimum of two (2) years of progressively responsible experience in information technology;
2. Thorough knowledge of the principles, problems, issues, current techniques, and uses of information technology in a Municipal Government environment;
3. Ability to remain current with new information technology and data communication trends and services;
4. Experience with systems analysis, design, development and implementation best practices;
5. Ability to analyze information systems issues and devise effective solutions;
6. Hands on experience with desktop and server operating systems;
7. Hands on experience with server infrastructure platforms;
8. Applicable technology certifications a plus;
9. Knowledge of routing, switching and wireless platforms;
10. Hands on experience with switching platform installation and configuration;
11. Hands on experience with network security platforms;
12. Thorough knowledge of networking protocols;
13. Experience with telecommunications system deployment, operation and support;
14. Ability to acquire knowledge of the operations of Town departments and the applicability of information technology to such operations; and
15. Ability to train end users in the effective use of information technology systems and services.

Fundamental Components/Critical Success Factors:

1. Excellent written and verbal communication skills;
2. The ability to work effectively in a team environment as well as independently to complete assignments;
3. Proven ability to learn and understand new technology quickly and to apply to job functions;
4. Strong analysis and problem solving skills;
5. Experience in issue/conflict resolution;
6. Strong organizational skills;
7. Ability to prioritize, and efficiently work on multiple high priority projects concurrently;
8. Ability to develop project plans, to track progress, to address gaps and to report on status of concurrent project activity to various levels of management; and
9. Professional and cooperative work style and ability to develop effective working relationships with business, customers and peers, while maintaining a focus on quality deliverables.

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

1. Must be able to perform continuous bending, twisting, stooping, reaching and lifting of moderate to heavy weight material up to 25 lbs.

2. Is required to have the dexterity to operate and control tools and equipment required within the essential functions. Including the use of hands to handle, feel or operate objects, tools or controls; and reach with hands and arms;
3. Vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus;
4. Able to sit for prolonged periods of time;
5. Able to perform in a work environment that is quiet to noisy depending on the task or equipment being used.
6. Must be able to hear normal sounds with background noise, distinguish voice patterns and communicate clearly with speech as in using a telephone or providing group training.

The Town of Rocky Hill is an EEO/AA employer and complies with the guidelines of the Americans with Disabilities Act.

Revised: 11/17/2016
Union Approved: 11/17/2016