

RESOLUTION NO. 81-2017

Adopting a Job Description for Help Desk Specialist and Amending the Job Descriptions of Systems Administrator and IT Technician.

WHEREAS, City Council wishes to adopt a job description for the classified position of Help Desk Specialist; and,

WHEREAS, City Council wishes to amend the position descriptions for the positions of Systems Administrator and IT Technician; and,

WHEREAS, it is necessary to amend the position description for Systems Administrator to replace this title with the title of Systems Engineer and to properly reflect the duties of this position; and,

WHEREAS, it is necessary to amend the position description for IT Technician to properly reflect the duties of this position;

NOW THEREFORE, BE IT RESOLVED by the Council of the Municipality of Worthington, County of Franklin, State of Ohio:

SECTION 1. That the job description for the position of Help Desk Specialist (Class Specification No. 245) as per the description attached hereto be and the same is hereby adopted.

SECTION 2. That the position descriptions for Systems Administrator which will be changed to the title of Systems Engineer (Class Specification No. 237) and IT Technician (Class Specification No. 205) as per the descriptions attached hereto be and the same are hereby amended.

SECTION 3. That the Clerk of Council be and hereby is instructed to record this Resolution in the appropriate record book.

Adopted December 11, 2017

/s/ Bonnie D. Michael  
President of Council

Attest:

/s/ D. Kay Thress  
Clerk of Council

***CITY OF WORTHINGTON***  
**POSITION DESCRIPTION**

<b>POSITION TITLE:</b> Help Desk Specialist	<b>CLASS:</b> 245
Department: Administration	Title Originated: 2017
Date: December 11, 2017	
Reports To: Asst. to the City Manager/ IT Director	Updated:

### **General Statement of Duties**

Under the direction of the Assistant to the City Manager/ Information Technology Director, the Help Desk Specialist will provide outstanding IT customer service while being the day to day contact point between management, employees, customers, and service provider partners. The Help Desk Specialist will provide technical support to staff in all City departments for computer systems, networks, and applications, as well as the installation of IT equipment and application software applications. This includes troubleshooting computer problems and determining their source, and advising on appropriate actions. The Help Desk Specialist will be responsible for completing Help Desk related project-based work.

### **Essential Functions of the Position:**

Receive customer trouble tickets, analyzing and taking corrective action for all city supported systems, networks, and applications.

Answering staff questions in person and via phone.

Conduct remote troubleshooting/provide desk-side support for computer, network, and application problems.

Advise staff on appropriate corrective and preventive actions.

Serve as liaison between employees and the IT function to resolve issues.

Document resolutions for future reference; developing and maintaining a knowledgebase.

Perform hardware and software installations.

Develop and maintain training materials for IT services, applications, and policies.

Provide orientation for new employees on IT services, applications, and policies.

Provide training as new versions of applications are introduced.

Analyze problems & requests to identify permanent solutions, user training needs, Service Desk process improvement, and recommendations to eliminate business interruptions.

Maintain metrics on help desk tickets and performance.

## **Knowledge, Skills, and Abilities:**

Knowledge and experience with Android, Apple IOS and MS Windows operating systems and application software.

Communication and drafting skills to prepare instructional manuals, network topologies, and network documentation.

Ability to express logical methodology for investigation and problem-solving.

Ability to communicate technical systems in layperson terms both orally and in writing.

Ability to work independently and report progress or problems on time sensitive projects.

Ability to direct, document and supervise the work of outside contractors.

Possess the ability and willingness to work in confined spaces as needed.

Ability to quickly and efficiently travel from location to location to support hardware and software systems.

Possess the tact and courtesy to deal with the public and other staff while performing assigned duties.

Possess the ability to lift and carry up to 50 lbs.

Possess the ability to climb and crawl to maintain network cabling and systems.

Possess a valid Ohio driver's license.

### **Minimum Requirements of the Position:**

Associate's degree (Bachelor's degree preferred) in Information Systems, Information Technology, Computer Science or other related field. Experience with and extensive knowledge of personal computers, Microsoft and Mobile operating systems, office automation and graphical packages, application software, peripherals (LANS, WANS, WiFi, Cellular, Bluetooth), troubleshooting hardware and software problems and conflicts and telecommunication equipment. Three to five years of progressively responsible experience in desktop support preferred.

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description does not list all of the duties or functions of the job. The individual in this position may be asked by supervisors to perform other duties. The City has the right to revise this job description at any time.

Adopted by Resolution No. 82-2017; Effective December 11, 2017

**CITY OF WORTHINGTON**  
**POSITION DESCRIPTION**

**POSITION TITLE: SYSTEMS ENGINEER**

**CLASS: 237**

Department: Administration

Title Originated: 2013

Date: December 11, 2017

Title Revised:2017

Reports To: Asst. to the City Manager/ IT Director

## **General Statement of Duties**

Under the direction of the Assistant to the City Manager/ Information Technology Director, the Systems Engineer is responsible for coordinating design and implementation services and for providing on-going engineering, administration, and support for the IT infrastructure. The scope of responsibilities includes servers (both physical and virtual), storage, networks, and phone system as well as the configuration of security for network systems, the City's firewall, spam filtering systems and anti-virus systems. The Systems Engineer also provides technical support to City departments including operational support for computer systems, and the installation of IT equipment and application software.

## **Essential Functions of the Position:**

Lead server, storage, and network solution design, implementation and management with assistance, as required, from third party engineers/consultants.

Lead telephony solution design and management with assistance, as required, from third party engineers/consultants.

Provide senior-level Windows server and desktop deployment, management, and support expertise.

Provide senior-level VMWare expertise including migration of physical servers to virtual, performance tuning and optimization, and patching and upgrade planning and implementation.

Lead design, integration, and support work (packaged applications, telephony, network, servers, and database) for on-premise, cloud and hybrid deployments.

Lead design, implementation, and monitoring for conformance, of data backup and recovery.

Administer and maintain end user accounts, permissions and access rights for citywide applications.

Perform Exchange administration, performance management, and account administration.

Perform SQL database systems administration, performance management, and data administration.

Provide support for maintenance of Internet/Intranet/Extranet web functions and technologies such as TCP/IP addressing, DHCP, DNS, VLAN, HTML, XML, hardware/software firewall, and other related security applications.

Install licensed software products; monitor, maintain, replace PC, server, network and related technology equipment; create, maintain, monitor and remove network user accounts, server software and applications.

Resolve complex problems or malfunctions of systems hardware and software and provide guidance, assistance coordination and follow up on user questions.

Plan and prepare technical reports, memoranda and instructional manuals as overall documentation of network and network adjustments and maintenance.

Work on projects and information that must be kept confidential.

Work with department personnel to analyze current operational procedures, identify problems and learn specific inputs and output requirements to provide possible IT solutions.

## **Knowledge, Skills and Abilities:**

Experience with design, implementation, and support for computers & server hardware, firewalls, Ethernet, fiber optics, network design, and technologies.

Knowledge and experience with VMWare, Microsoft Windows desktop and server operating systems, Active Directory & Group Policy, Microsoft Exchange, Microsoft SQL Server, and Microsoft Office applications.

Communication and drafting skills to prepare instructional manuals, network topologies, and network documentation.

Ability to express logical methodology for investigation and problem solving; Ability to communicate technical systems in layperson terms both orally and in writing.

Ability to work independently and report progress or problems on time-sensitive projects.

Ability to direct, document and supervise the work of outside contractors.

Ability to study existing IT systems to evaluate effectiveness and work to develop improvement in overall computing resources; Knowledge of software analysis tools.

Ability to quickly and efficiently travel from location to location to support hardware and software systems.

Possess the tact and courtesy to deal with the public and other staff while performing assigned duties.

Possess the ability to lift and carry up to 50 lbs. and to climb and crawl to maintain network cabling and systems and willingness to work in confined spaces as needed.

Possess a valid Ohio driver's license.

## **Minimum Requirements of the Position:**

Bachelor's degree in Information Systems, Information Technology, Computer Science or other related field or any equivalent combination of experience and training which provides the required knowledge, skill and abilities. Experience with Local and Wide Area Networks (LAN & WAN), application software, network & node attached devices, and troubleshooting hardware /software problems.

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description does not list all of the duties or functions of the job. The individual in this position may be asked by supervisors to perform other duties. The City has the right to revise this job description at any time.

Adopted by Resolution No. 81-2017; Effective December 11, 2017



***CITY OF WORTHINGTON***  
**POSITION DESCRIPTION**

<b>POSITION TITLE:</b> IT TECHNICIAN	<b>CLASS:</b> 205
Department: Administration	Title Originated: May 7, 2001
Date: December 11, 2017	Updated: 2017
Reports To: Asst. to the City Manager / IT Director	

### **General Statement of Duties**

Under the direction of the Assistant to the City Manager/IT Director, the IT Technician is responsible for assisting with implementation services, and for providing on-going administration and support for the IT infrastructure. The scope of responsibilities includes servers (both physical and virtual), storage, networks, and phone system as well as network systems, the City's firewall, spam filtering systems and anti-virus systems. Provides operational support for computer systems, office automation, application software and mobile networks. Coordinates purchase and installation of IT equipment. Assists departments in support of the citywide telecommunications network and third-party telecommunication devices.

### **Essential Functions of the Position:**

Manages servers (physical and virtual) and their associated operating systems and software, including performing server backups.

Manages VMWare server environment including account administration and all aspects of systems management.

Administers and maintains end user accounts, permissions and access rights for citywide applications.

Performs oversight of email and SQL database systems administration.

Install and uninstall licensed software products; monitor, maintain, replace PC, server, network and related technology equipment; create, maintain, monitor and remove network user accounts, server software and applications.

Evaluate and recommend PCs, servers, and network hardware; train users on hardware and software systems.

Works with employees and departments to ensure that all online, voice and hardware related problems are addressed in an accurate and timely manner.

Resolve complex problems or malfunctions of systems hardware and software and provide guidance, assistance coordination and follow up on user questions.

Plan and prepare technical reports, memoranda and instructional manuals as overall documentation of network and network adjustments and maintenance.

Gather and organize information to support changes or replacement of technology-based solutions.

Provide support for maintenance of Internet/Intranet/Extranet Web functions and technologies such as TCP/IP addressing, HTML, XML Hardware/Software Firewall and other related security applications.

Assist in tuning and optimizing the citywide network.

Work on projects and information that must be kept confidential.

Work with department personnel to analyze current operational procedures, identify problems and learn specific inputs and output requirements to provide possible IT solutions.

Work with departments to design and develop small automated integrated solutions.

## **Knowledge, Skills, and Abilities:**

Expert-level knowledge and experience with Android, Apple IOS and MS Windows operating systems and application software.

Knowledge of VMWare systems management best practices including account administration, virtual machine sizing, performance, and performance tuning and optimization.

Knowledge of Cisco IOS and TCP/IP routing protocols and standards.

Communication and drafting skills to prepare instructional manuals, network topologies, and network documentation.

Ability to express logical methodology for investigation and problem-solving.

Ability to communicate technical systems in layperson terms both orally and in writing.

Ability to work independently and report progress or problems on time-sensitive projects.

Ability to direct, document and supervise the work of outside contractors.

Knowledge of software analysis tools.

Ability to study existing IT systems to evaluate the effectiveness and work to develop an improvement in overall computing resources.

Possess the ability and willingness to work in confined spaces as needed.

Ability to quickly and efficiently travel from location to location to support hardware and software systems.

Possess the tact and courtesy to deal with the public and other staff while performing assigned duties.

Possess the ability to lift and carry up to 50 lbs.

Possess the ability to climb and crawl to maintain network cabling and systems.

Possess a valid Ohio driver's license.

## **Minimum Requirements of the Position:**

Bachelor's degree in Information Systems, Information Technology, Computer Science or other related field. Possess an extensive knowledge of personal computers, Microsoft and Mobile operating systems, VMWare, Cisco IOS, TCP/IP protocols and standards, office automation and graphical packages, application software, peripherals (LANS, WANS, WiFi, Cellular, Bluetooth), troubleshooting hardware and software problems and conflicts and telecommunication equipment.

One to three years of progressive responsibility experience in VMWare and Cisco IOS. Three to five years of progressively responsible experience in desktop network support preferred.

The characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description does not list all of the duties or functions of the job. The individual in this position may be asked by supervisors to perform other duties. The City has the right to revise this job description at any time.

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