# GOLDER RANCH FIRE DISTRICT
## *EMPLOYEE JOB DESCRIPTION*

**Position**:   IT Specialist

**Reports To**:   IT Manager

**Supervises**:   None

**FLSA:**   Non-exempt

**Status:** Full-time

**Safety Sensitive:**   No

**Primary Function:**

This position is responsible for IT support for the Fire District including assessing software and technical products and effectively analyzing and making recommendations for appropriate uses of technology; supporting existing systems and applications; and developing and publishing web content. An individual in this position supports, installs, troubleshoots, and maintains local area network clients and local area network server operating systems, and provides assistance in resolving problems for end users.

**Principle Duties and Responsibilities:**

- Troubleshoots and resolves user requests for assistance with hardware, software, telecommunication systems, Internet, Intranet and network/LAN problems, or escalates/refers to appropriate source.
- Utilizes help desk software to document user issues and follow through with service requests to ensure closure and customer satisfaction.
- Handles all tier one helpdesk and walk-in requests.
- Reviews, analyzes, modifies, installs, and debugs operating and application systems.
- Performs primary imaging and PC replacement function for the Fire District.
- Monitors IT infrastructure and application components for proper operation within established performance, function and availability expectations.
- Performs basic desktop troubleshooting to include hardware, software, security malware, and virus issues.
- Consults with employees to ensure efficient use of computer-related software.
- Assists in establishing and maintaining user accounts, files, and rights.
- Works with vendors for software support and problem resolution.
- Develops, updates, and manages documentation to support IT functions.
- Ensures that IT related information is well-organized and accessible.
- Perform other duties as assigned.

**Knowledge and Abilities:**

- Knowledge of hardware and technical software operations with an emphasis on Microsoft products.
- Ability to develop and maintain LAN operations.
- Ability to work independently and outside normal business hours as required.
- Ability to clearly communicate with management and employees.
- Ability to drive a personal or District vehicle.
- Knowledge of and an ability to perform the principle duties and responsibilities cited for this position.
- Ability to maintain confidentiality with regard to the information being processed stored or accessed by the network.
- Ability to independently work multiple projects while meeting deadlines.
- Ability to stay current on technologies affecting Windows systems infrastructure issues and investigate/implement new technologies.

**Minimum Qualifications:**

- High school diploma or GED equivalent.
- Must possess and maintain a valid Drivers License with good driving record.
- Three (3) years full-time work experience with responsibility in technical software and hardware, PC support OR any equivalent combination of experience, training, education and/or certification approved by the Fire District.
- Basic understanding of PC hardware and software.

- Understanding of wireless networking, wireless network components and devices to include cellular based mobile devices and tablets.

**Preferred Qualifications:**
- Experience with Microsoft Enterprise Domain Structure.
- Experience with Cisco routers and VoIP.
- CompTIA A+ certification.
- CompTIA Network+ certification.
- Associates Degree in Computer Science or related IT field from an accredited college or university recognized by the US Department of Education.
- PC imaging.
- Experience with Linux.

# GOLDER RANCH FIRE DISTRICT
## Physical Requirements/Working Conditions
## Job Title: IT Specialist

| Physical Activity | Definition | Never | Occasionally (activity or conditions exist 0-2.5 hrs/day) | Frequently (activity or conditions exist 2.5-5.5 hrs/day) | Constantly (activity or conditions exist 5.5+ hrs/day) |
|---|---|---|---|---|---|
| Repetitive Motion | Repeating movements of arms, hands, wrists, fingers | | | | X |
| Talk | Express or exchange ideas verbally | | | | X |
| Hear | Perceive sound by ear | | | | X |
| See | Obtain impressions through the eye | | | X | |
| Kneel | Bend legs at knee, come to rest on knees | | X | | |
| Crouch/Squat | Bend body down and forward, bending legs and spine | | X | | |
| Crawl | Move on hands, knees, and feet | | X | | |
| Climb | Ascend/descend ladders, stairs, ramps | | X | | |
| Sit | Sit | | | | X |
| Stand | Stand | | | X | |
| Walk | Move about on foot; average distance per shift 3-5 miles | | X | | |
| Bend/Stoop | Bend downward and forward by bending spine at waist | | X | | |
| Lift | Raise or lower object > 10 lbs. from one level to another | | X | | |
| Lift | Raise or lower object > 25 lbs. from one level to another | | X | | |
| Carry | Transport an object | | X | | |
| Push | Press with steady force, thrust objects forward, downward, outward | | X | | |
| Pull | Drag or tug objects | | X | | |
| Turn/Twist | Move a body part in circular motion | | X | | |
| Balance | Exceeding ordinary body equilibrium | | X | | |
| Reach | Extend hands and arms in any direction | | X | | |
| Handle | Seize, hold, turn with hands | | X | | |
| Distinguish Color | Ability to distinguish color | | X | | |
| Fingering | Picking, pinching, typing, or otherwise with fingers rather than whole hand | | | | X |
| Grasping | Applying pressure to an object with the fingers and palm | | | | X |
| Feeling | Perceiving attributes of objects, such as size, shape, temperature, or texture | | | | X |

| Mental / Cognitive Activity | Definition | Never | Occasionally (activity or conditions exist 0-2.5 hrs/day) | Frequently (activity or conditions exist 2.5-5.5 hrs/day) | Constantly (activity or conditions exist 5.5+ hrs/day) |
|---|---|---|---|---|---|
| Communication | Comprehend and use basic language, either written or spoken, to communicate information and ideas | | | | X |
| | Comprehend and use technical or professional language, either written or spoken, to communicate complex ideas | | | | X |
| Calculation | Perform numerical operations using basic counting, adding, subtracting, multiplying, or dividing | | | X | |
| | Perform complex quantitative calculations or reasoning using algebra, geometry, statistics, or abstract symbols | | X | | |
| Problem Solving | Formulate and apply appropriate course of action for routine or familiar situations | | | | X |
| | Use logic to define problem, collect information, establish facts, draw valid conclusions, interpret information and deal with abstract variables for unique or unfamiliar situations | | | | X |

| Environmental Conditions | Definition | Never | Occasionally (activity or conditions exist 0-2.5 hrs/day) | Frequently (activity or conditions exist 2.5-5.5 hrs/day) | Constantly (activity or conditions exist 5.5+ hrs/day) |
|---|---|---|---|---|---|
| Weather And Temperature | Protection from weather conditions but not necessarily from temperature changes | | X | | |
| | Subject to outside environmental conditions – no effective protection from weather | | X | | |
| | Activities occur inside and outside | | | X | |
| | Subject to extreme cold (typically below 32°) | | X | | |
| | Subject to extreme heat (typically above 100°) | | | X | |
| Atmospheric Conditions | One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dusts, mists, gases, or poor ventilation | | X | | |
| | Worker is required to wear a respirator | X | | | |
| Noise | Sufficient noise to cause the worker to shout in order to be heard above the ambient noise level | | X | | |
| Vibration | Exposure to oscillating movements of the extremities or whole body | | X | | |
| Hazards | Proximity to moving mechanical parts, moving vehicles, electrical current | | | X | |
| | Working on scaffolding and high places | | X | | |
| | Exposure to chemicals | | X | | |
| | Exposure to oils: air and/or skin exposure to oils and other cutting fluids | X | | | |
| | Worker is required to function in narrow aisles or passage ways | | X | | |
| | Worker is exposed to infectious diseases | X | | | |
| | Worker is required to function around prisoners or mental patients | X | | | |

## Physical Requirements Checklist

☐ **SEDENTARY**
- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.
- Sitting most of the time.

☐ **LIGHT**
- Exerting up to 20 pounds of force occasionally and/or a negligible amount of force constantly to move objects.
- Use of arm and/or leg controls requiring greater exertion of force than for sedentary work, and worker sits most of the time.

☒ **MEDIUM**
- Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

☐ **HEAVY**
- Exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

☐ **VERY HEAVY**
- Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

*This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all positions within this class will perform all the duties listed, nor does it attempt to list all possible duties that may be assigned.*

*This job description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.*

Approved by: _____
Hiring Authority Signature and Date

Employee: _____
Employee Signature and Date