



HYLAND HILLS

Park & Recreation District

POSITION OPENING

IT Support Specialist

Full-Time Position

Salary Range: \$52,100.00 - \$75,500.00

QUALIFICATIONS

Must possess a bachelor's degree in Information Technology or related field; or an equivalent combination of education, certified network/systems administration training and experience in the field. Requires a minimum of two (2) years of experience in providing technical assistance and support for infrastructure systems and in the installation and/or maintenance of LAN/WAN network systems. Microsoft Office 365 certification preferred. Must also possess a valid Colorado driver license and have a good driving record.

JOB FUNCTION

Under general supervision, performs a variety of computer systems administration and support tasks, including analyzing, constructing, documenting, testing, maintaining, troubleshooting and supporting PC hardware, operating systems, software applications, peripherals, and communication devices for the entire District.

JOB DESCRIPTION

See attached job description detailing work environment and essential duties.

BENEFITS

Medical, dental, vision, life insurance, AD&D, LTD insurance, flexible spending account, paid vacation leave, sick leave, personal leave, paid holidays and a 401 (k)-retirement plan.

APPLICATION REQUIRMENTS

A Hyland Hills Park & Recreation District application and a current resume are required – incomplete or missing applications/resumes may not be reviewed.

The required District application may be found on our website at www.hylandhills.org

Submit to: Hyland Hills Park & Recreation District, 8801 N. Pecos Street, Federal Heights, CO 80260, Attn: Human Resources; or sent via email to hr@hylandhills.org

APPLICATION DEADLINE

This position will remain open until closed.



HYLAND HILLS

Park & Recreation District

JOB DESCRIPTION

Title of Position: IT Support Specialist

Department: IT Department

Reports To: Director of IT

Status: Full-Time Position

Dated: March 2021

FLSA: Exempt Non-exempt

General Summary:

Under general supervision, performs a variety of computer systems administration and support tasks, including analyzing, constructing, documenting, testing, maintaining, troubleshooting and supporting PC hardware, operating systems, software applications, peripherals, and communication devices for the entire District.

Essential Duties & Responsibilities:

1. Recommends, receives, inventories, and configures hardware for deployment as directed by Director of IT.
2. Using technical knowledge, assists with cyclical replacement of IT equipment and determining when applications require new hardware.
3. Evaluates vendor products in hardware, software, and telecommunications equipment and recommends purchases consistent with the District's short- and long-term objectives.
4. Maintains, and monitors the operation of the District's local and wide area networks (LAN/WAN).
5. Recommends LAN policies and standards and ensures adherence to security procedures.
6. Provides technical support and customer service based on an internal Help Desk ticketing system; acts as the technical expert in solving software and computer system problems.
7. BYO mobile device configuration and deployment of tablets, and laptops.
8. Installs or assists in the installation of new or revised releases of software; advises on use of software; possesses ability to train end users in installed, server based, and cloud applications.
9. Proficient in Office 365, including collaboration tools such as SharePoint, OneDrive, OneNote, and Skype for Business.
10. Participates in strategic planning efforts, capacity planning, functional and technical design of enterprise systems, and resolution of complex problems.
11. Proficient in Active Directory and Windows 10, including installing and testing software update releases for compatibility with existing hardware and systems.
12. Assists with audio/visual presentation setup and teardown for special District events.

13. Drafts technical instruction and maintains documentation for various areas of technical responsibility.
14. Interacts with users, vendors, and contractors.
15. Performs other duties as assigned.

Knowledge, Skills, and Abilities Required:

1. Possess strong written and verbal communication skills.
2. Ability to work in a fast-paced environment with enthusiasm and with frequent interruptions.
3. Skills to re-prioritize at any given moment when unexpected issues arise.
4. Utilize customer service skills to provide an operation that is consistent with District policies and vision.
5. Ability to make sound decisions and use good judgment during stressful situations.
6. Ability to work autonomously and assume responsibility for initiative and completion of work.
7. Ability to establish and maintain positive relationships.
8. Ability to demonstrate strong skills for detail, organization and accuracy.

Working Environment/Physical Activities:

95% of the work is performed indoors in a busy office type environment where noise and interruptions prevail. Occasional environmental conditions encountered include noise, fumes, odors, and dust. Requires the ability to drive between various locations and occasionally transport supplies during the performance of the job duties. Must be able to frequently sit and occasionally walk, stand, bend, kneel, stoop, reach and lift, push or pull. Manual dexterity is needed to operate PC and other office equipment. The ability to talk and hear via the telephone and through face-to-face communication is needed. Vision requirements include near and far acuity, depth perception and color vision. Upper body strength is a requisite to lift / move a maximum of 50 pounds unassisted; and lift / move a maximum of 100 pounds with assistance. Requires the ability to express and receive both oral and written communication.

Education/Experience:

Bachelor's degree in Information Technology, or a related field, or an equivalent combination of education, certified network/systems administration training and experience in the field. Requires a minimum of two (2) years of experience in providing technical assistance and support for infrastructure systems and in the installation and/or maintenance of LAN/WAN network systems. Microsoft Office 365 certification preferred.

- Active Directory, Group Policy, DNS experience is required
- Microsoft Exchange Server or Office 365 experience is required
- VMware experience is preferred
- Wireless technology experience is preferred
- Fortinet networking experience is desired

Certifications in Network, Security or Server Administration are desired but not required. Must possess and maintain a valid Driver's License.

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.