

## JOB DESCRIPTION

**Town of Ashland City**  
**Technology Department**  
**233 TN Waltz Parkway, Suite 103**  
**Ashland City, TN. 37015**

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<b>CLASSIFICATION TITLE:</b>	IT Specialist
<b>DEPARTMENT:</b>	Technology Department
<b>REVISION DATE:</b>	08/28/2023
<b>REPORTS TO:</b>	Mayor
<b>EMPLOYMENT STATUS:</b>	Full Time
<b>FLSA STATUS:</b>	Non-Exempt
<b>PAY RANGE:</b>	Pay Grade 6

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### **JOB SUMMARY**

The employee is responsible for efficient and consistent IT operations for the city. On-site and remote technical support for all city computers and users. Provides support for all hardware, software, wireless telecommunication devices and wireless networks. Evaluates technology systems and operation processes and analyzes how to align with business needs. Documents requirements, establishes scope and objectives and determines strategy for implementing systems that achieve strategic goals. Work is performed with limited supervision.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Provides on-site user support of PC's for problems with hardware and software.
- Monitors and assesses the performance of IT operational infrastructure, systems and policies; assesses potential risks, implements all virus and security measures or inefficiencies and recommends enhancements.
- Oversees collection of technology inventory data through various methods. Determines products and parts orders to ensure that the proper amount of inventory is available for timely distribution, tracks inventory statistics.
- Participates in the preparation and evaluation of specifications, scopes of work, and requests for proposal for new hardware, software, equipment, and services; negotiates related contracts.
- Communicates and collaborates with internal departments, external consultants, vendors, external agencies, regulatory officials, public, and/or other interested parties to coordinate work activities, exchange information, and resolve problems.
- Provides technical expertise and guidance to employees and contractors, ensuring compliance with applicable contract terms and conditions and authorizing contractor payments.

### **ADDITIONAL EXAMPLES OF WORK PERFORMED:**

- Knowledge of personal computer systems; applicable hardware and software applications; applicable telecommunication devices; wireless network principles and customer support principles.
- Skill in providing customer service; configuration, installation, testing and troubleshooting of PCs; troubleshooting applicable hardware, software, wireless telecommunication devices and wireless networks; communication and interpersonal skills as applied to interaction with coworkers, supervisor, the public, etc. sufficient to exchange or convey information and to receive work direction.

### **QUALIFICATIONS**

- Graduation from an accredited high school or GED equivalent.
- Vocational/Technical Degree preferred with training emphasis in Information Systems Technology
- 2-3-year previous experience involving PC hardware and software user support
- Must have a valid Tennessee Driver's License

### **EQUIPMENT OPERATED**

- Work vehicle
- Computer
- Cell phone

**WORKING CONDITIONS**

- Working conditions are in an office environment.
- May require lifting up to 50 pounds occasionally, 20 pounds frequently, 10 pounds constantly.

**USUAL PHYSICAL DEMANDS**

- Position typically requires stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

**EMPLOYEE AWARENESS**

- Implement and assure adherence to The Town of Ashland City policies and procedures regarding Equal Employment Opportunity.
- Adheres to The Town of Ashland City initiative on business ethics and conduct.
- Adheres to federal/state laws and relations regarding MSDA, OSHA and EPA compliance.

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This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job, or to require that other, or different tasks be performed when circumstances change (i.e. emergencies, changes in personnel or workload, etc.).

**MANAGEMENT APPROVAL**

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Manager's Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

**EMPLOYEE UNDERSTANDING AND AGREEMENT**

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Employee's Signature

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Date