

RANCHO SANTA FE FIRE PROTECTION DISTRICT



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| <p>Position Title</p> | <p>Information Technology Specialist</p> |
| <p>The Rancho Santa Fe Fire District (District)</p> | <p>The Information Technology Specialist is a highly-skilled information systems professional, that provides basic and advanced hardware and software technical support and assistance to the fire district. This includes, but is not limited to, maintaining district servers, security, and networking equipment. Maintains and promptly troubleshoots hardware/software equipment including Windows based PCs, and laptops. Manages Apple MDM server providing iOS support and promptly addresses technical issues with district iPads and iPhones. Other information systems and technology assignments and responsibilities may be given as appropriate to fulfill District needs. This individual works under general supervision, and manages the IT program for the District. This is an exciting opportunity to contribute to our mission to protect and serve our community and make a meaningful impact in the field of information technology.</p> |
| <p>Duties</p> <p><i>The following examples are intended to describe the general nature and level of work performed by personnel assigned to this classification. The duties described are intended to be a general overview of the typical duties and responsibilities of the position. Other duties and responsibilities may be assigned or required as a function of an employee within this job classification.</i></p> | <p><u>Key Responsibilities:</u></p> <ul style="list-style-type: none"> • Provides information systems support for District computer systems across multiple platforms and technologies. • Installs and maintains computer system hardware and software. • Provides prompt technical assistance and troubleshooting support to system users. • Performs systems analysis duties in design, development, implementation, and maintenance of information systems including hardware and software applications. • Ensures system functionality, and security. • Evaluates new software/hardware and makes recommendations for current and future systems development. • Participates in the evaluation and testing of system upgrades. • Manages file management systems, and as appropriate migrates system into and manages cloud-based services. • Provides support for onsite networks including but not limited to routers and cable management. Ensures and enhances operability within all district facilities. • Monitors all systems performance to ensure optimal operation. This includes network performance, troubleshooting network problems and ensuring performance in coordination with vendors and staff. |

Duties

(Continued)

- Creates and modifies user accounts, maintains electronic access, maintains file servers both local and cloud based, resets user passwords, grants, or revokes system access, identifies unauthorized access and potential security risks maintaining system security.
- Responds to user requests for assistance with system operations and technical advice.
- Coordinates necessary repairs and maintenance with vendors both internal and external.
- Performs duties in support of district's telecom services including voice, data, cellular.
- Attends and participates in professional group meetings and coordination.
- Composes correspondence and other documents/reports as related to function. Ensures documents are sound for local distribution.
- Assures project deadlines are met. Promptly assists department personnel in their technical requests and needs.
- Prepares and presents reports based on a variety of information and technology subjects within scope of responsibility.
- Manages and maintains hardware/software budget for District information technology and telecommunications systems.
- Stays informed of new trends and innovation in the field of information systems. Recommends and implements new technologies into operation as necessary.
- Performs other duties as assigned.

Qualifications

To perform a job in this classification, the individual must be generally able to perform the essential duties described in this job description. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the specific job.

Minimum age of 18 years is required

Education & Experience:

- Bachelors degree in Computer Science, Information Technology, or related field. *(highly desirable)*
- Proven experience in IT support, network administration, or system administration. *(three years minimum)*
- Strong knowledge of computer hardware, operating systems, networking protocols, and cybersecurity principals.
- Proficiency in troubleshooting technical issues and providing timely resolutions.
- Excellent communications skills and ability to adapt to work well in a team environment.
- Relevant certifications such as CompTIA A+, Network+, Security+, Microsoft AZ-700, Microsoft MS-700 or higher are a plus. *(highly desirable)*

Physical Demands and Working Environment

The physical demands described here are representative of those that are typically required to successfully perform the essential functions of this job. Upon request, reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

Mobility: frequent sitting for long periods; occasional kneeling, crouching, pushing, pulling, walking, and standing; occasional reaching above and below desk level.

Dexterity: frequent fine manipulation sufficient to operate a computer keyboard; frequent grasping to handle individual papers, write and take notes, and feel individual objects.

Lifting/Carrying: frequent lifting/carrying of papers, files, equipment, and material weighing up to 10 pounds; occasional lifting up to 25 pounds.

Visual Requirements: frequent use of vision sufficient to read files, documents, and computer screens and do close-up work.

Hearing/Talking: frequent hearing and speaking in person and on the telephone.

Emotional/Psychological Factors: frequent contact with others, including some public contact; frequent deadlines and time-limited assignments. Regular interaction with fire suppression personnel dealing with troubleshooting and computer use.

WORK ENVIRONMENT

The work environment characteristics described below are representative of those an incumbent may encounter while performing the essential functions of this job. Upon request, reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

- Work is performed in a mobile capacity, from home, or other indoor environment. Two standard office locations will be provided.
- Occasional evening and/or weekend work may be required.

Work Schedule

- Successful applicants will be assigned to work a 4/10 schedule:
Monday thru Thursday 7:00am—5:30 pm **-or-**
Tuesday thru Friday 7:00am—5:30 pm
- Flexible work schedule allows for 25% of work from home
- District vehicle provided during work schedule.

NOTE: Under State law, Title I, Section 3100 of the California Government Code, all government employees are declared Disaster Service Workers who can be called upon in any emergency. As such, employees may be required to perform duties outside their normal job responsibilities.

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| Benefits & Salary | <ul style="list-style-type: none"> • See Benefits Page • See Flyer for salary |
| Application Process | <ul style="list-style-type: none"> • All applications will be reviewed for completeness and the most appropriately qualified individuals will be invited to continue in the selection process. • Completed Fire District Application (Signature Required) • Resumé • A completed Fire District application, resumé, and required documents shall be hand deliver or mailed to the administrative office. <i>(See Job Flyer for details on address locations)</i> • Resumes without applications will not be accepted • Postmarks will not be accepted • The examination process for the position may include any or all of the following components: <ul style="list-style-type: none"> ◊ Supplemental Questionnaire ◊ Knowledge base test ◊ Oral Interview ◊ Background Investigation ◊ Drug Test ◊ LiveScan |