

## City of Highland Job Description

**Job Title:** Information Technology Support Specialist

**Department:** Technology & Innovation  
**Reports To:** System Engineer & Dir. Technology & Innovation  
**FLSA Status:** Exempt  
**EEO Category:**  
**Prepared By:** Angela Imming  
**Prepared Date:** June 7, 2025  
**Approved By:**  
**Approved Date:**

### SUMMARY

The City of Highland is seeking a friendly, eager and inquisitive tech savvy individual to join our team as an Information Technology Support Specialist.

In this role, you will be the first point of contact for our customers, helping them solve problems or learn about their software, hardware and other tools provided by Technology and Innovation used to conduct City business.

The support specialist provides technical assistance to end-users regarding computer hardware, software, mobile devices, network systems, etc., under the guidance of the System Engineer. The Specialist troubleshoots issues, installs and maintains systems, and ensures secure and highly available operations. Reliability, cybersecurity, data and information privacy are paramount.

This role also provides high quality customer service, education and effective communication with all City constituents. Ideal candidates are great communicators, love learning new technologies and are excited to help others.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Customer Support:
  - Provide support, training and issue remediation to City of Highland employees and constituents in effort to assist in the furtherance of City business.
  - Escalate complex problems.
- Installation and maintenance:
  - Assist in setting up desktops, laptops, mobile devices, and standard business applications.
  - Coordinates hardware and software maintenance schedules and pushes patches under the guidance of the System Engineer.
- First level Technical Support and Problem Solving:
  - Diagnose and resolve technical issues on hardware, software and networked devices.
  - Implement processes to prevent future outages.
- Monitoring Systems and Networks
  - Support the monitoring of system performance and network connectivity.
  - Report issues and escalate to prevent outages.
- Documentation and knowledge base:

- Maintain accurate records of end user problems and solutions;
- Create and maintain change management database, documentation for technical procedures and end user process and training material.
- Review release notes for software and hardware the City uses and recommends updates under the guidance of System Engineer.
- Inventory and RMA (Returned Merchandise Authorization) Management
  - Track received and deployed inventory and schedule RMAs when necessary.
  - Assist with procuring equipment, providing packing slips and documenting internal billing schedules.

## **QUALIFICATIONS**

### **The City of Highland is seeking an individual who has the following qualities**

a track record of providing outstanding customer service and the ability to collaborate with people who have more and also less technical understanding than they have.

the desire to continuously improve their technical understanding and operational efficiency as well as that of the City of Highland.

the ability to use scientific methodologies and techniques, industry standard tools and their own experience to resolve issues. They will also be able to consider solutions that are unique to each situation.

The awareness that the privacy of the City of Highland business is paramount and will treat the City data highly sensitive.

an ability to prioritize, manage time and multiple issues simultaneously.

a proven knowledge of Microsoft Windows operating systems with the desire to become proficient in the entire Microsoft Windows server and desktop suite of software.

working knowledge of software application design, how applications impact memory and hard drive space, how they interface with other software, how to maintain databases and how to secure data with the desire to become proficient.

### **Education and/or Experience**

Associates Degree in computer related field and/or two years or more experience in a Helpdesk/Desktop support environment is desired.

### **Certificates, Licenses, Registrations**

Valid State of Illinois Driver's License is required.

### **PHYSICAL DEMANDS**

Position requires ability to demonstrate dexterity in the use of hands and feet, handle or feel objects, tools or controls, and reach with hands and arms; work requires walking and standing on varying types of terrain and irregular surfaces. The employee must occasionally lift and or move 25-60 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus; visual inspections are necessary and involve small equipment and tools. Must be able to move and transport oneself from one worksite to another; must be able to perform lifting of departmental equipment, supplies, and tools, requires climbing, balance,

stooping, and kneeling; verbal communications is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information through normal spoken work levels; operation of motor vehicles or equipment, requires ability to work flexible hours (including evenings and weekends as necessary); and to be able to deal with stressful conditions in a calm and professional manner.