



Town of New Milford Personnel Department

10 Main Street, New Milford, CT 06776
Telephone (860)-355-6089 – Fax (860) 355-6031

Town of New Milford

JOB CLASSIFICATION DESCRIPTION

Job Title: IT Support Specialist
Non-Union - Exempt

\$50,000-\$55,000

Job Summary:

The IT Support Specialist will assist the Information Technology Director in the responsibilities of administering Town and Police Department computer systems. These responsibilities include maintaining, upgrading and managing our software, hardware, and networks. This individual must be resourceful with the ability to diagnose and resolve problems quickly. This individual must have a demonstrated ability to effectively communicate with a variety of teams and users at all levels of technical aptitude. The mission of the IT Department is to ensure that our technology infrastructure runs smoothly and efficiently at all times.

Supervision Received:

Works under the supervision of the Director of Information Technology or the Mayor in the Director's absence.

Essential Job Functions:

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization.
- Install, manage, and upgrade computer/network/software/security components of town IT infrastructure and endpoints.
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing the impact of issues.
- Produce and maintain documentation and technical specifications for planning, implementing and maintaining IT infrastructure.
- Monitor and maintain regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
- Assist with desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
- Operates with a high degree of autonomy and represents the department in interactions with internal and external constituencies in a calm, friendly, and efficient manner.
- On-call as directed to support Police Department continuity of operations or as otherwise directed by the IT Director.
- Works weekends, evenings and holidays as needed.

- Performs other duties that are necessary and appropriate.

Knowledge, Skills, and Abilities:

- Demonstrated knowledge of information technology principles, concepts, and component use.
- Demonstrated ability to analyze computer problems on a Windows-based system.
- Demonstrated ability to analyze computer problems and implement effective solutions.
- Strong written and verbal communications skills and the ability to communicate complex technical issues to individuals with varying technical aptitude or awareness requires.

Education, Training, and Experience:

- Bachelor's Degree in an Information Technology related field preferred
- Experience maintaining a Police and/or Municipal organization preferred
- Must hold a valid Connecticut motor vehicle license and be able to drive throughout employment
- Veteran's preferred

(The above description lists only those job duties necessary for salary evaluation and does not include each and every job duty requirement.)

Working Conditions, Physical and Mental Requirements:

May be exposed to inclement weather in carrying out essential duties. Incumbents in this class must have adequate physical strength, stamina, physical agility, and visual and auditory acuity, and must maintain such physical fitness as to be able to perform the duties of the position. A physical examination may be required.

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)				CONSTANTLY (C)				
0 % of Shift	1-33% of Shift				34-66% of Shift				67-100% of Shift				
Frequency:	N	O	F	C	Frequency:	N	O	F	C	N	O	F	C
Physical Demands:					Depth Perception				X				
Standing				X	Color Distinction				X				
Walking				X	Peripheral Vision				X				
Sitting			X		Driving			X					
Lifting			X		Physical Strength:								
Carrying			X		Little Physical Effort (-10 lbs.)			X					
Pushing			X		Light Work (-20 lbs.)			X					
Pulling			X		Medium Work (20-50 lbs.)		X						
Climbing		X			Heavy Work (50-100 lbs.)		X						
Balancing		X			Very Heavy Work (100+ lbs.)		X						
Stooping		X			Environmental Conditions:								
Kneeling		X			Cold (50 degrees F or less)		X						
Crouching		X			Heat (90 degrees F or more)		X						
Crawling		X			Temperature Changes			X					
Reaching			X		Wetness		X						
Handling				X	Humidity		X						
Grasping			X		Extreme Noise or Vibration		X						
Twisting			X		Exposure to Chemicals		X						
Feeling			X		Exposure to Gases and Fumes		X						
Talking			X		Exposure to Unpleasant Odors		X						
Hearing				X	Exposure to bodily fluids	X							
Repetitive Motion				X	Exposure to dampness		X						
Hand/Eye/Foot Coordination				X	Confinement to a Small/Restricting Area		X						
Visual Acuity/Near				X	Mechanical Hazards		X						
Visual Acuity/Far				X	Physical danger		X						

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The Town of New Milford is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Town when necessary.