

**CITY OF TEGA CAY, SOUTH CAROLINA
JOB DESCRIPTION, September 2020**

**JOB TITLE: IT Specialist- I
POLICE DEPARTMENT / ADMINISTRATION**

GENERAL STATEMENT OF JOB

The City of Tega Cay is looking for an IT Specialist I to work closely with the IT Manager to maintain the City's overall network infrastructure. In this position you will be responsible for assisting in the administration of the City's IT network and all significant areas associated. We are looking for an elite individual that takes tremendous pride in his or her work and reputation. An ideal candidate must have exceptional customer service and writing skills.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

- Database management of inventory, assets, licenses, registration and preventative maintenance
- System (Desktops, Laptops and Tablets), 3rd party updates and patches
- Report, review and evaluate system and network logs
- Daily, weekly and monthly reporting of security logs required by SLED
- Perform all LASO duties, including enforcement of the local agency policies and procedures set forth by SLED and the FBI's guidelines by maintaining the required security for all Criminal Justice data transmitted, communicated, shared and at rest.
- Maintain a log on all personnel using the CSA approved hardware, software and firmware and will report any unauthorized usage.
- Maintain documentation of how the equipment is connected to the state system and maintain it to the standards as set forth by Federal and State Agencies.
- Conduct and/or assist with personnel security screening procedures in accordance with the FBI CHS Security Policy v5.3.4.
- Maintain and review of network logs based on the required schedule and support policy compliance by ensuring the CSA ISO is promptly informed of security incidents.
- Maintain firm understanding of the CJIS (Criminal Justice Information System) security policy relating to NCIC access while communicating with the TAC (Terminal Agency Coordinator).
- Assist in performing ITSA (Information Technology Systems Audit) as well as maintaining Management Control Agreements with the TAC according to the assigned scheduled generated by SLED.
- Monitor, document and review internal transmittal log files by auditing weekly and maintained in a secured area.
- Troubleshoot and/or trace system attacks/spoofing and Internet/email attacks and intrusions
- Assist with Share Point setup, initiation and administration
- Data backups (on/offsite) and storage security/retention
- Perform quarterly internal IT audits and submit to IT Manager

- Familiarity with Video Conferencing software/equipment
- Ability to use/instruct others to use Adobe Pro
- Performs other related duties as required by the position assigned by the IT Manager

REQUIRED SKILLS

- Microsoft Office 365 and Microsoft AD administration (setup/manage users accounts)
- Ability to manage Help Desk requests effectively as well as perform basic troubleshooting/repairs
- Highly skillful and experienced in providing exceptional Customer Service
- Ability to remain courteous and helpful with users when under pressure and/or frustrated
- Strong communication skills in working effectively with others
- A working knowledge of IT operating systems, particularly Windows, Office 365 and Share Point
- Hands on experience of installing/administering IT hardware and software
- Good organizational, verbal and written skills along with effective time management
- Server scripting a plus, but not a requirement

MINIMUM QUALIFICATIONS

- 2-year degree in Computer Science or related field and 2 years of work experience
- Considerably familiar with Microsoft Office products and Windows OS
- Minimum of 1-year technical support and/or help desk experience
- Minimum of 2-years in successful Customer Service experience over the phone and/or in person
- Possess initiative with the ability to work efficiently with minimal direction and supervision
- Able to pass an extensive background check required as you will be working with Law Enforcement personnel
- Demonstrates professionalism, tact and diplomacy interfacing with senior management and other high-level individuals
- Must possess a valid Driver's License