

Information Technology Specialist

OPENING DATE: December 7, 2020

CLOSING DATE: Until Filled

The City of Holly Springs Utility Department is accepting applications to fill the position of IT Specialist.

JOB TITLE: Information Technology Specialist

I. Job Summary

We are looking for a qualified IT Specialist that will install and maintain computer systems and networks aiming for the highest functionality. You will also “train” users of the systems to make appropriate and safe usage of the IT infrastructure. A successful IT Specialist must have a thorough knowledge of computer software and hardware and a variety of internet applications, networks and operating systems. The ideal candidate will also have great troubleshooting abilities and attention to detail. The goal is to build and maintain updated and efficient computer systems and networks to optimize the role of technology on business sustainability.

II. Duties and Responsibilities

Essential duties and responsibilities include those listed below and may be supplemented, as necessary. Reasonable accommodations may be made in accordance with the Americans with Disabilities Act (ADA). Other duties may be assigned, as indicated below.

1. Set up workstations with computers and necessary peripheral devices (routers, printers etc.)
2. Check computer hardware (HDD, mouse, keyboards etc.) to ensure functionality
3. Install and configure appropriate software and functions according to specifications
4. Develop and maintain local networks in ways that optimize performance
5. Ensure security and privacy of networks and computer systems
6. Provide orientation and guidance to users on how to operate new software and computer equipment
7. Organize and schedule upgrades and maintenance without deterring others from completing their work
8. Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
9. Works with the AMI coordinator to troubleshoot AMI field equipment with the AMI head-end and MDM.
10. Coordinates with AMI coordinator to make field trips as necessary to troubleshoot and repair AMI Communication Network Devices.

11. Monitors meter reading performance in AMI system and the transfer of data to the MDM in order to successfully secure accurate information and insure the timely transfer of meter readings between the AMI system and the Utilities CIS.
12. Maintain records/logs of repairs and fixes and maintenance schedule
13. Identify computer or network equipment shortages and place orders
14. Performs other duties as assigned.

III. Qualifications

Proven experience as IT Specialist or relevant position
Excellent diagnostic and problem-solving skills
Excellent communication ability
Outstanding organizational and time-management skills
In depth understanding of diverse computer systems and networks
Good knowledge of internet security and data privacy principles
Degree in Computer Science, engineering, or relevant field
Certification as IT Technician will be an advantage (e.g. CompTIA A+, Microsoft Certified IT Professional)

Interested candidates should complete a City of Holly Springs Employment Application. Applications are available for online submission or print at www.hollyspringsmsus.com. Applications and resume should be mailed to:

City of Holly Springs
Human Resources Department
1180 Highway 311 North
Holly Springs, MS 38635

THE CITY OF HOLLY SPRINGS UTILITY DEPARTMENT IS AN EQUAL OPPORTUNITY EMPLOYER.