

City of Fort Worth, Texas

Job Description

Classification Title	IT Operations Specialist		
Job Code:	TC5260	Job Family:	Technical/Para-Professional
Pay Grade	509	Date Reviewed:	07/13/2015
FLSA Status	Nonexempt	Date Revised:	11/14/23

GENERAL SUMMARY

Monitors overall operations of City Network Operations Center, including the City's IT infrastructure. Makes skilled assessments and performs technical analysis of problems and outages as they occur across the Enterprise to evaluate/isolate root cause. Documents and escalates Tier 2 and Tier 3 critical alerts to the appropriate tech support groups.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Performs infrastructure, problem resolution and environmental monitoring for Platform, Network, Radio and other groups over two 12-hour shifts. Monitors hardware, LAN, WAN, servers and peripherals at the Network Operations Center and remote sites using network and server monitoring tools, remote video cam feeds and temperature alerting sensors.
2. Performs the functions of the Help Desk after hours, weekends, holidays and inclement weather days when the city is closed.
3. Provides first level technical support for end-users, over the phone, through email and chat. Receives incoming customer requests for application, software, hardware and telephone support utilizing Case Management to dispatch cases/trouble tickets to appropriate departments via an Electronic Ticketing System.
4. Releases jobs into the appropriate production schedules for the Finance department, Water department, ERP, Revenue, Fire, Aviation and IT Solutions groups.
5. Performs daily tasks to update documents, calendars and lists.
6. Assembles the tapes generated by weekly backups for off-site storage and inputs scratch tapes into the robotic tape libraries.
7. Performs other related duties as required.
8. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Information Technology and Windows Operating knowledge with troubleshooting and analytical skills. Specifically Windows OS and Windows Office Suite.
 - Basic understanding of large print systems such as XEROX cut sheet printers and locally and remote connected PC printers.
 - Tape filing, pulling and loading into automated tape libraries.
 - Proficient understanding of enterprise computer hardware/software and information systems.
 - Basic understanding of both networking and network monitoring concepts including TCP/IP, Subnetting, Routing, DHCP and DNS.
 - Network, Application and Server monitoring tools such as SolarWinds Orion.
- **Skill in:**
 - Phone communication and problem solving.
 - Customer service.
 - Good analytical and troubleshooting skills.
 - Strong interpersonal skills, verbal and written.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Think logically and be able to make consistently correct and timely decisions under moderate operational pressure.
 - Handle multiple alert issues.
 - Develop and maintain personal knowledge base.
 - Accurately document actions.
 - Forecast peer stock requirements.
 - Analyze problems and identify solutions.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

High school diploma/GED and one year of responsible experience in enterprise system operations and data processing.

OTHER REQUIREMENTS

Valid Texas Driver's License.

Minimum of one certification specific to the role: CompTIA +, CompTIA Security +, CompTIA Network+, HDI Certification, and/or ITIL Foundation.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.