

# GOLDER RANCH FIRE DISTRICT

## EMPLOYEE JOB DESCRIPTION

**Position:** Systems Specialist  
**Reports To:** IT Services Supervisor  
**Supervises:** None

**FLSA:** Exempt  
**Status:** Full-time  
**Safety Sensitive:** No

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### **Primary Function:**

This position is part of the team responsible for providing IT software, hardware, and network support to all users of the Golder Ranch Fire District and its partners. An individual in this position supports, installs, monitors, troubleshoots, and maintains local area network (LAN) clients, desktop, and server operating systems, and provides on-site or remote assistance to resolve user issues submitted via service requests, phone, email, or in person. This position has wide-ranging responsibilities internally and externally; the incumbent should have a very strong support background.

### **Principle Duties and Responsibilities:**

- Troubleshoots and resolves tier one and two helpdesk requests for assistance with hardware, software, telecommunication systems, internet, intranet, and network/LAN problems, or escalates/refers to appropriate source, and updates helpdesk tickets accordingly.
- Monitors and maintains comprehensive back-up protocol of all electronic data.
- Reviews, analyzes, modifies, installs, and debugs operating and application systems.
- Performs primary imaging and PC replacement function for the Fire District.
- Monitors IT infrastructure and application components for proper operation within established performance, function and availability expectations.
- Performs basic desktop troubleshooting to include hardware, software, security malware, and virus issues.
- Consults with employees to ensure efficient use of computer-related software.
- Assists in establishing and maintaining user accounts, files, and rights.
- Works with vendors for software support and problem resolution.
- Develops, updates, and maintains documentation to support IT functions.
- Creates clear documentation of processes performed, and updates documentation when needed.
- Perform other duties as assigned.

### **Knowledge, Skills, and Abilities:**

- Knowledge of hardware and technical software operations with an emphasis on Microsoft products.
- Ability to develop and maintain LAN operations.
- Ability to work independently and outside normal business hours as required. In order to support the District's 24/7 operations, incumbent will be scheduled in the on-call rotation with other team members.
- Ability to communicate clearly.
- Ability to drive a personal or District vehicle.
- Ability to maintain confidentiality with regard to the information being processed stored or accessed by the network.
- Ability to independently work multiple projects while meeting deadlines.
- Ability to stay current on technologies affecting Windows systems infrastructure issues and investigate/implement new technologies.

**Minimum Qualifications:**

- Must possess an Associate's Degree from an accredited college or university recognized by the US Department of Education, and two (2) years of related experience
- OR**
- High school diploma or GED equivalent, and four (4) years of related work experience.
- Intermediate understanding of PC hardware and software.
  - Intermediate understanding of applications support
  - Intermediate understanding of wireless networking, wireless network components and devices to include cellular based mobile devices and tablets.
  - Must possess and maintain a valid Arizona driver's license with acceptable driving record.

**Preferred Qualifications:**

- Experience with Microsoft Enterprise Domain Structure.
- Experience with Cisco routers and VoIP.
- CompTIA A+ certification.
- CompTIA Network+ certification.
- Experience with PC imaging.
- Experience working in a Public Safety networks and/or applications environment.

# GOLDER RANCH FIRE DISTRICT

## Physical Requirements/Working Conditions

### Job Title: Systems Specialist

Physical Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Repetitive Motion	Repeating movements of arms, hands, wrists, fingers				X
Talk	Express or exchange ideas verbally				X
Hear	Perceive sound by ear				X
See	Obtain impressions through the eye			X	
Kneel	Bend legs at knee, come to rest on knees		X		
Crouch/Squat	Bend body down and forward, bending legs and spine		X		
Crawl	Move on hands, knees, and feet		X		
Climb	Ascend/descend ladders, stairs, ramps		X		
Sit	Sit				X
Stand	Stand			X	
Walk	Move about on foot; average distance per shift 3-5 miles		X		
Bend/Stoop	Bend downward and forward by bending spine at waist		X		
Lift	Raise or lower object > 10 lbs. from one level to another		X		
Lift	Raise or lower object > 25 lbs. from one level to another		X		
Carry	Transport an object		X		
Push	Press with steady force, thrust objects forward, downward, outward		X		
Pull	Drag or tug objects		X		
Turn/Twist	Move a body part in circular motion		X		
Balance	Exceeding ordinary body equilibrium		X		
Reach	Extend hands and arms in any direction		X		
Handle	Seize, hold, turn with hands		X		
Distinguish Color	Ability to distinguish color		X		
Fingering	Picking, pinching, typing, or otherwise with fingers rather than whole hand				X
Grasping	Applying pressure to an object with the fingers and palm				X
Feeling	Perceiving attributes of objects, such as size, shape, temperature, or texture				X
Mental / Cognitive Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Communication	Comprehend and use basic language, either written or spoken, to communicate information and ideas				X
	Comprehend and use technical or professional language, either written or spoken, to communicate complex ideas				X
Calculation	Perform numerical operations using basic counting, adding, subtracting, multiplying, or dividing			X	
	Perform complex quantitative calculations or reasoning using algebra, geometry, statistics, or abstract symbols		X		
Problem Solving	Formulate and apply appropriate course of action for routine or familiar situations				X
	Use logic to define problem, collect information, establish facts, draw valid conclusions, interpret information and deal with abstract variables for unique or unfamiliar situations				X

Environmental Conditions	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Weather And Temperature	Protection from weather conditions but not necessarily from temperature changes		X		
	Subject to outside environmental conditions – no effective protection from weather		X		
	Activities occur inside and outside			X	
	Subject to extreme cold (typically below 32°)		X		
	Subject to extreme heat (typically above 100°)			X	
Atmospheric Conditions	One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dusts, mists, gases, or poor ventilation		X		
	Worker is required to wear a respirator	X			
Noise	Sufficient noise to cause the worker to shout in order to be heard above the ambient noise level		X		
Vibration	Exposure to oscillating movements of the extremities or whole body		X		
Hazards	Proximity to moving mechanical parts, moving vehicles, electrical current			X	
	Working on scaffolding and high places		X		
	Exposure to chemicals		X		
	Exposure to oils: air and/or skin exposure to oils and other cutting fluids	X			
	Worker is required to function in narrow aisles or passage ways		X		
	Worker is exposed to infectious diseases	X			
	Worker is required to function around prisoners or mental patients	X			

### Physical Requirements Checklist

<input type="checkbox"/>	<b>SEDENTARY</b>	<ul style="list-style-type: none"> <li>■ Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.</li> <li>■ Sitting most of the time.</li> </ul>
<input type="checkbox"/>	<b>LIGHT</b>	<ul style="list-style-type: none"> <li>■ Exerting up to 20 pounds of force occasionally and/or a negligible amount of force constantly to move objects.</li> <li>■ Use of arm and/or leg controls requiring greater exertion of force than for sedentary work, and worker sits most of the time.</li> </ul>
<input checked="" type="checkbox"/>	<b>MEDIUM</b>	<ul style="list-style-type: none"> <li>■ Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.</li> </ul>
<input type="checkbox"/>	<b>HEAVY</b>	<ul style="list-style-type: none"> <li>■ Exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.</li> </ul>
<input type="checkbox"/>	<b>VERY HEAVY</b>	<ul style="list-style-type: none"> <li>■ Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.</li> </ul>

*This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all positions within this class will perform all the duties listed, nor does it attempt to list all possible duties that may be assigned.*

*This job description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.*

Approved by: \_\_\_\_\_  
Hiring Authority Signature and Date

Employee: \_\_\_\_\_  
Employee Signature and Date