

# GOLDER RANCH FIRE DISTRICT

## EMPLOYEE JOB DESCRIPTION

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

**FLSA:** Non-exempt  
**Status:** Full-time  
**Safety Sensitive:** Yes

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**Primary Function:**

This position is primarily responsible for providing Tier One IT support for the Fire District, under direct supervision. The incumbent may be responsible for installing and maintaining computer hardware and software, including servers and networks. In addition, the incumbent will be responsible for troubleshooting problems and providing technical assistance and training to end users in the use of desktop hardware and software.

**Principle Duties and Responsibilities:**

- Provides helpdesk support via phone, computer, in person, and through our ticketing system, for most issues related to desktop software, hardware, and peripherals.
- Ensures all Help Desk calls are logged, addressed or escalated, and closed out.
- Troubleshoots and resolves user requests for assistance with hardware, software, telecommunication systems, internet, intranet and network/LAN problems, or escalates/refers to appropriate resource.
- Performs basic maintenance to hardware or software.
- Escalates issues to Tier Two as needed, as well as set customer expectations for follow-up (i.e. when to expect a follow-up contact and by whom).
- Provides assistance and training to all members in the use of our computer network, workstations, and in-vehicle equipment.
- 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.
- Assists in establishing and maintaining user accounts, files, and rights.
- Develops, updates, and manages documentation to support IT functions.
- Use appropriate communication and documentation to inform IT team or District members of important issues and information that will help improve performance.
- Inform and coordinate with all computer users of procedures that would interrupt, affect, or interfere with their work.
- Participate in the on-call rotation.
- Perform other duties as assigned.

**Knowledge, Skills, and Abilities:**

- Knowledge of hardware and software operations with an emphasis on Microsoft products.
- Ability to communicate clearly with management and employees.
- Ability to maintain good working relationships with all internal and external customers.
- Ability to handle and prioritize tasks.
- Ability to work within our ticketing system to create detailed work logs and technical documentation.
- 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 stay current on technologies affecting Windows systems infrastructure issues and investigate/implement new technologies.

**Minimum Qualifications:**

- High school diploma or GED equivalent.
- One year of IT related work experience **OR** one year of completed coursework towards a college degree in a business or IT related field.
- Basic understanding of PC hardware and software.
- Must possess and maintain a valid Arizona driver's license with acceptable driving record.

**Preferred Qualifications:**

- Associates Degree in Public or Business Administration or IT related field, from an accredited college or university recognized by the US Department of Education.
- Experience with Microsoft Enterprise Domain Structure.
- Experience with Linux.
- CompTIA A+ certification.
- CompTIA Network+ certification.
- PC imaging.

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## Physical Requirements/Working Conditions

### Job Title: IT 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

- SEDENTARY**
- 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.
  - Sitting most of the time.
- LIGHT**
- Exerting up to 20 pounds of force occasionally and/or a negligible amount of force constantly to move objects.
  - Use of arm and/or leg controls requiring greater exertion of force than for sedentary work, and worker sits most of the time.
- MEDIUM**
- 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.
- HEAVY**
- 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.
- VERY HEAVY**
- Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

*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