

## City of Merriam- Job Description

**Job Title:** Technology Specialist  
**Department:** Administration  
**Reports to:** IT Administrator  
**Status:** Non-exempt  
**Pay Grade:** J

### Position Summary

This position is responsible for supporting the City of Merriam's mission by providing technological support to City employees and members of City Council to ensure seamless operations and innovative advancements. This employee is responsible for managing, implementing, and improving the City's technological solutions.

### Essential Functions

- Assess, deploy, and maintain hardware and software systems across the organization.
- Provide technical support to end-users and resolve IT-related issues efficiently.
- Collaborate with departments to identify technology needs and recommend solutions.
- Manage and ensure the security, reliability, and performance of IT infrastructure.
- Effectively build, manage, and maintain relationships with members of staff, City Councilmembers, and vendors.
- Provide IT support to employees and Councilmembers, which includes servicing equipment in various locations, such as under desks and behind cabinets or other unconventional areas.
- Remain aware of emerging technologies and industry trends to drive continuous improvement.
- Train staff in new technologies and best practices in system usage.
- Provide timely and effective customer service to other employees and City Councilmembers.
- Troubleshoot network and system performance issues, ensuring minimal downtime.
- Maintain documentation of systems, configurations, and technical processes.
- Promotes City values at all times.
- Other duties as assigned.

### Knowledge, Skills, and Abilities

- Ability to establish and maintain effective working relationships with other employees, the public, and members of council, when necessary.
- Ability to communicate effectively in writing and in person.
- Detail-oriented with a passion for technology in all its forms (phone, computer, video, Web, etc.).
- Excellent time management and organizational skills with a strong ability to prioritize.
- Patience to deal with employees who have differing comfort levels with technology.
- Strong analytical and problem-solving skills
- Working knowledge of cybersecurity best practices and solutions.

## **Requirements**

- Proficiency in Cisco Mitel and Microsoft O365 software or systems relevant to the role is required.
- CompTIA, Microsoft, Cisco or other relevant certifications are preferred.

## **Education and Experience**

- Bachelor's degree in Information Technology or Computer Science or other closely related field.
- 2 years of experience in an IT or Help Desk role is preferred.
- Any combination of experience and education.

## **Physical Demands**

To perform the essential functions of this job successfully, employees must be able to meet certain physical demands. Reasonable accommodations may be made for individuals with disabilities.

Employee must be physically able to maneuver in an office environment where there are cords and plugs under desks, behind file cabinets, and in awkward places. Employee will be required to stand, walk, sit, and drive to buildings throughout the City. Periodically, the employee must crouch, kneel, crawl, climb, balance. Employee might be required to lift, push, or pull objects up to 25 lbs. Fine finger dexterity is required for operating office equipment.

Visual acuity with or without corrective lenses is required. Hand-eye coordination is necessary to operate various pieces of equipment.

Auditory acuity with or without hearing aids is necessary.

## **Work Environment**

Typically work is performed in an office environment. Some driving is required to travel to other buildings throughout the City. The typical noise level in the work environment is quiet to moderately noisy.