



CITY OF BROOKSVILLE
JOB DESCRIPTION

POSITION TITLE: I.T. Specialist
DEPARTMENT: Information Technology
DIVISION:
SUPERVISED BY: Information Technology Director

JOB SUMMARY/OVERVIEW OF THE POSITION:

The IT Specialist provides professional, technical, and administrative support for the City's information technology systems. This includes the operation, maintenance, troubleshooting, and improvement of computer, network, and telecommunications systems across all city departments. The position is responsible for delivering effective Help Desk support, maintaining software and hardware inventories, ensuring system security, and assisting with IT projects. This position is designated as essential personnel and will be required to work during emergency operations, including severe weather events and natural disasters. Employees must participate in emergency preparedness and response activities, and complete required NIMS (National Incident Management System) training as directed.

ESSENTIAL JOB FUNCTIONS:

Technical Support (50%):

- Provide day-to-day Help Desk support to City staff for hardware, software, and network issues.
- Troubleshoot PC, printer, phone, and peripheral device issues.
- Configure, maintain, and upgrade workstations, servers, and network equipment.
- Assist staff in using applications including Microsoft Office Suite, city-specific software, and other tools.
- Monitor systems to ensure uptime and resolve technical issues promptly.

Project Support (20%):

- Assist with IT projects, including software implementation, network upgrades, and system enhancements.
- Maintain project documentation, schedules, and progress reports.
- Collaborate with departments to ensure project objectives are met.

Inventory & System Management (15%):

- Maintain accurate inventory of IT hardware, software licenses, and network equipment.
- Track usage, update software, and manage procurement for IT assets.

Field Support (15%):

- Provide on-site support for technical issues at various City departments at off site locations.
- Install and configure hardware and network equipment in the field.
- Ensure operational continuity for city systems in all locations.

Other Duties:

- Maintain documentation of technical procedures and user support instructions.
- Assist in IT security protocols, including system backups and access control.
- Perform additional tasks as assigned by the IT Director.

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong verbal and written communication skills; ability to instruct and train end users.
- Customer-service oriented, with professional and courteous interaction with staff and public.

- Technical proficiency with Windows operating systems, Microsoft Office Suite, networking, and standard IT troubleshooting.
- Ability to analyze problems, implement solutions, and adapt to new technologies.
- Understanding of system security best practices and data protection standards.
- Ability to follow established procedures and prioritize multiple tasks.

The job description does not constitute an employment agreement between the City and employee and is subject to change at any time by the City as the needs of the City and requirements of the job change.

MINIMUM REQUIREMENTS LISTED AS FOLLOWS:

PHYSICAL SKILLS: Use of both hands with majority of fingers in each hand. 20/40 vision (in at least one eye), and be able to hear and understand and verbally communicate in English at normal conversational levels in a typical governmental office (corrective devices acceptable). Occasional light lifting and/or carrying, bending, stooping, climbing a ladder, standing and pulling. Must be able to easily carry (50) lbs.

EDUCATION, TRAINING AND EXPERIENCE:

- High school diploma or equivalent (GED). Associate’s degree in Computer Science, Information Systems, or related field preferred.
- At least 2 years relevant IT support experience including desktop, network, and Help Desk support required.
- Equivalent combinations of education and experience may be considered.
- IT certifications (CompTIA A+, Network+, Microsoft, Cisco, etc.) preferred.

LICENSES, CERTIFICATIONS, OR REGISTRATIONS:

- Valid Florida Driver’s License (Class E) and insurable driving record.

***ADA STATEMENT:** A qualified employee or applicant with a disability may be afforded a reasonable accommodation to perform the essential job functions of a position in compliance with the Americans with Disabilities Act.*

***DRUG-FREE WORKPLACE:** City of Brooksville is a drug-free workplace in accordance with Federal and Florida law.*

***VETERANS' PREFERENCE:** Under Section 295.07, F.S., Chapter SSA-7, City of Brooksville provides to Veterans, that preference in appointment will be given to preference-eligible applicants.*

<u>HR INFORMATION</u>	REVISION DATE: 10/2025
FLSA STATUS: Non-Exempt	
PAY GRADE: SEE CURRENT PAY GRADE SCALE	