

**I.T. SUPPORT SPECIALIST
G.I.S./I.T.**

The IT Support Specialist provides professional and effective technical support of City staff and applications. This position independently provides information technology support, including handling complex staff inquiries, computing incidents, requests for assistance, and various I.T. administrations. Collaborates with I.T. third party vendors to resolve issues or manage transition activities. This position is also responsible for developing and maintaining the technical documentation necessary to support applications and infrastructure. Collaborates with application/database/network technical staff to engineer and implement solutions. Researches and recommends best practices and new technologies.

The expected hiring range is \$59,152.53 - \$65,583.46 DOE (the full salary range is \$59,152.53 – \$77,892.58). Competitive benefits package including the following: Defined benefit pension & deferred 457 retirement program (City offers 4% guaranteed with up to 6% matching of employee's gross pay). 12 paid holidays, 3 types of paid time off banks, health insurance, health savings account, health care savings plan, life insurance, dental & vision insurance.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Education, Training and Experience:

- An Associate's degree in computer technology or related field and:
- Four years of experience supporting client computing activities in a business, municipal, or other governmental environment, and
- Two years of experience providing support and administration for major applications in a complex environment.
- A combination of experience and training that provides the applicant with the knowledge and skills to perform the job may be considered.

Licensing and Other Requirements:

- Have a valid Michigan Driver's License.
- Must reside and maintain principal residence within 30 miles from the nearest city limit within twelve months of the date of hire.

Knowledge of:

- Considerable knowledge of software applications and database theory.
- Considerable knowledge of generalized web application use (e.g. web-connectivity, proxies, authentication models, etc.)
- Knowledge and familiarity with design, development, and maintenance of application systems.
- Knowledge of setup and configuration of client computers, mobile devices, software and peripherals.
- Comprehensive knowledge of current Microsoft Windows, and depending on assignment, Apple iOS and Google Android, operating systems, Google Suite: Email, Calendar, Hangouts, Meet, BS&A Modules.

TO BE CONSIDERED, CANDIDATES MUST SUBMIT A COMPLETED APPLICATION to the City of Traverse City, Human Resources Office, 400 Boardman Avenue, Traverse City, MI 49684 or via email to jobs@traversecitymi.gov