Job Title: Information Technology Generalist
Reports to: Information Technology Director
FLSA Designation: Non - Exempt
Position Type: Full-time/Non-Union Position

POSITION SUMMARY:

This is advanced information technology (IT) work providing a variety of IT support functions. An employee in this job provides comprehensive information technology support within a network environment. Responsibilities encompass networking, IT support, and administration services, including procurement, security, training, project management, quality assurance, asset management, technical writing/documentation, and database support. The position serves as the primary point of contact for all IT needs, handling network support, server support, and network managed services. Duties involve diagnosing and resolving hardware, software, and network issues, configuring and managing network components, and ensuring network security. The role operates with considerable independence while including lead work responsibilities over Information Technology Technician(s.)

ESSENTIAL FUNCTIONS:

- Diagnoses system hardware and software failures, and recommends or performs minor repairs and adjustments.
- Provides user support services and technical advice to network users regarding network resources.
- Performs work in a centralized support capacity providing organizational technical assistance on desktop hardware and software, following agency-wide hardware and software installation standards.
- Utilizes various types of tools and techniques to monitor, test, verify, troubleshoot, and resolve network problems.
- Interprets information provided by network management tools in the diagnosis and troubleshooting of information technology hardware, software, and connectivity problems.
- Implements network optimization procedures.
- Responds to network alerts, and diagnoses, troubleshoots, and resolves network performance problems and escalates problems when required.
- Participates in designing network configurations including all hardware and software necessary for network operation and functionality and assists in preparing design plans and specifications for acquisition and implementation. Assists in implementing, controlling, and monitoring network security measures.
- Participates in the installation, configuration, and maintenance of switches, routers, or other communications hardware and their associated software to support connectivity with other networks, platforms, and protocols.
- Terminates, Tests and maintains network cabling found in a network environment.
- Establishes and maintains the user environment by creating individual and group accounts and providing access to network resources such as shared files and printers.
- Sets up and regulates shared directories and applies permissions.

- Participates in the installation or updates of software such as operating systems, communications, utility, and other network software and tests to verify correct system operation.
- Maintains file recovery and backup systems for enterprise systems.
- Configures and manages network printers and print servers.
- Plans, designs, scripts, tests, and places into production tools and utilities for use on the network.
- Assists in maintaining and administering agency wide network managed services such as systems management, operations management, antivirus, and host intrusion detection.
- Reviews technical manuals and other literature, attends seminars, conferences, and training classes to maintain currency with new information services, products, and IT developments.
- Participates in the design, modification, and maintenance of voice, data, and video telecommunications systems.
- Recommends desktop software and hardware purchases, systems integration and installation, and the use of hardware and software, consistent with the agency's strategic plan.
- Resolves or escalates acquisition problems.
- Provides technical assistance in the development of contract specifications.
- Researches, analyzes, reports, and makes recommendations on the capabilities and limitations of industry technologies relative to the environment.
- Recommends updates and revisions to the disaster recovery and continuity plans.
- Assists in implementing, administering, and maintaining system security standards, policies, and procedures.
- Participates in the investigation, analysis, and resolution of end-user security and resource access control problems.
- Assists with security assessment and audit reviews and in the implementation and enforcement of security assessment and audit procedures.
- Audits security event logs to determine security violations and takes appropriate action.
- Conducts formal in-service classroom IT training for users and technical staff.
- Maintains quality assurance procedures, including data security, backup and recovery, and systems controls.
- Follows hardware and software asset management procedures, processes, systems, and measurements and makes recommendations on asset management activities and decisions.
- Analyzes the needs of the target audience and develops, maintains, standardizes, or revises technical documents, user guides, release notes, help systems, document libraries, documentation portals, and trainings.
- Performs related work as required.

REQUIRED KNOWLEDGES, SKILLS, AND ABILITIES:

- Knowledge of information technology concepts and practices.
- Knowledge of the component parts of personal computers, peripherals, servers, and their associated functionality.
- Knowledge of the functions and capabilities of hardware and software, including network.
- Knowledge of troubleshooting techniques in a network environment.

- Knowledge of the use and interpretation of diagnostic utility programs used in troubleshooting problems.
- Knowledge of industry standards and protocols, concepts, and best practices of network communications systems.
- Knowledge of the processes and procedures involved in the installation and configuration of network hardware and software in a network environment.
- Knowledge of the process of installing and configuring hardware and software on desktop computers and peripherals.
- Knowledge of physical cabling and wiring specifications.
- Knowledge of database concepts.
- Knowledge of the principles of information technology project management.
- Knowledge of research principles and techniques to identify business requirements and solutions to problems.
- Knowledge of hardware and software testing methods.
- Knowledge of the principles and techniques of information technology documentation.
- Knowledge of information technology systems performance monitoring techniques.
- Ability to analyze business processes to identify functional requirements.
- Ability to read and interpret technical materials such as computer manuals, procedures, specifications, technical manuals, and project documentation.
- Ability to identify correct logic relationships and statements.
- Ability to analyze information in order to diagnose and troubleshoot technical problems.
- Ability to communicate effectively orally.
- Ability to communicate effectively in writing.
- Ability to establish and maintain effective working relationships.

MINIMUM EXPERIENCE AND TRAINING:

Successful completion of an Information Technology Bachelor Program;

or

Two years of experience providing information technology support services including hardware and software installation, operation, and maintenance within a network environment, and an associate's degree in any information technology field;

or

Four years of experience providing information technology support services including hardware and software installation, operation, and maintenance within a network environment;

Or an equivalent combination of experience and training.

WORK ENVIRONMENT:

- Primarily works in an office environment between 9:00am – 5:00pm, Monday through Friday.
- Scheduled hours will vary according to the needs of RVTA.
- Must participate in professional development activities.
- May be required to perform over-night travel as needed for business training or furthering the mission of RVTA.