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**TOWN OF THOMPSON'S STATION  
MUNICIPAL GOVERNMENT  
Job Description**

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**Job Title: IT Support Specialist  
Pay Grade:**

**Position Overview:**

The IT Support Specialist will be responsible for providing technical support to staff, troubleshooting hardware and software issues, and ensuring the seamless operation of the municipality's IT infrastructure. This role is essential in assisting and supporting all users and ensuring that all IT systems are functional, efficient, and up-to-date contributing to the overall success of the municipality's operations.

Reports Directly to: IT Director  
Review Responsibility: IT Director

**Minimum Qualifications, Requirements and Desired Skills:**

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| <b>Education:</b>        | High School graduate or GED equivalent required. IT Certifications and/or Higher Education preferred.  |
| <b>Requirements:</b>     | Proficiency in the following M365 applications: Outlook, Word, Excel, Teams, OneDrive, Power Point, and SharePoint.  |
| <b>Experience:</b>       | 2+ years in IT support/helpdesk role or other related position(s).   |
| <b>Desirable Skills:</b> | <ul style="list-style-type: none"><li>• Ability to handle multiple tasks and prioritize effectively in a fast-paced environment</li><li>• Strong communication and interpersonal skills, with the ability to work well with both technical and non-technical staff.</li><li>• Detail-oriented with strong problem-solving skills and the ability to think critically under pressure.</li></ul> |

**Essential Duties and Tasks:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

**Provide Technical Support and Troubleshooting**

- Provide first-line support for all IT-related issues raised by municipal Staff: hardware, software, networking problems, and other tasks, as assigned.
- Troubleshoot and resolve issues related to computer systems, printers, peripherals, mobile devices, and other technology used by municipal Staff and elected/appointed Board/Commission Members.
- Respond, troubleshoot, and diagnose helpdesk tickets that come in and resolve issues in a timely manner, escalating complex issues to the IT Director.
- Provide on-site and remote user support for problems with systems, networks, and devices to ensure timely resolution of technical problems.



#### **Assist with System, Hardware, and Account Maintenance**

- Serve as a webmaster for the Town website and assist users with changes as needed.
- Assist in maintaining Town 365 accounts, telephone system, and security/video systems.
- Test, prepare, and assist with AV system for public meetings and events (attendance as needed).
- Ensure compliance with data privacy regulations and municipal security protocols.
- Assist with asset management standard operating procedures.

#### **Assist with IT User Training and Education:**

- Conduct training sessions for municipal Staff on software tools, systems, and best practices for using IT equipment, and applications.
- Provide clear, understandable documentation or user guides for common software and hardware tasks.
- Educate Staff on how to identify phishing attempts and other common security threats.
- Support Staff/departments in the development and implementation of goals, objectives, policies, or priorities.

#### **Abilities:**

##### **Appropriate Interaction**

- Ability to establish, maintain cooperative and effective working relationships with co-workers, supervisors, third-party vendors, elected/appointed Board/Commission Members, and community members.
- Facilitate and work within a "team oriented" environment, being both an effective team member.
- Appropriately communicate unresolved technical issues that are impacting Town IT resources to leadership.
- Follow oral or written instructions and organize and plan work independently, with the ability to act without direct supervision when need arises.
- Handle confidential information with tact and discretion when necessary.
- Converse plainly and directly in a courteous and friendly manner.
- Manage situations with hostile and/or uncooperative person(s) with tact and composure.

##### **Physical Requirements and Work Environment**

- Must be able to physically perform the basic life operational functions of standing, walking, hearing, kneeling, reaching, feeling, grasping, pushing, pulling, bending, climbing, crawling and performing repetitive motions.
- Daily operations require unaided lifting of objects weighing as much as twenty five (25) pounds.
- Employees are subject to working in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as loud noises, dust, dirt, and water.
- Work a variety of hours, including evenings, days, weekends, and holidays; consistently maintain mental alertness, remain calm and composed in difficult and emergency circumstances.

#### **Date Approved:**

**Reports to:** IT Director

**FLSA:** Non-Exempt

This job description reflects management's assignment of essential functions; and nothing in this herein restricts management's right to assign or reassign duties and responsibilities to this job at any time.