



**Randy Evans, Mayor**  
Mayor's Office 740/286-2201  
David Swackhammer, Service Director  
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## **NOTICE OF JOB OPENING**

**OCTOBER 23<sup>rd</sup>, 2023**

THE POSITION FOR  
ONE (1) OR MORE INFORMATION TECHNOLOGY COORDINATOR (IT COORDINATOR),  
CITY OF JACKSON, OHIO

APPLICATIONS AND COMPLETE JOB DESCRIPTIONS ARE AVAILABLE AT THE CITY OF JACKSON,  
MEMORIAL BUILDING, 145 BROADWAY STREET, JACKSON, OHIO OR BY EMAIL: [HR@JACKSONOHIO.US](mailto:HR@JACKSONOHIO.US)

ANNUAL RATE OF PAY: \$42,000 TO \$58,000 (WITH ANNUAL INCREASE)

**SEE ATTACHED POSITION DESCRIPTION**

**WILL REMAIN OPEN UNTIL FILLED**

Respectfully Submitted,

  
David Swackhammer

Service Director

City of Jackson, Ohio

740/286-2201

[dswackhammer@jacksonohio.us](mailto:dswackhammer@jacksonohio.us)

# CITY OF JACKSON

An Equal Opportunity Employer

## POSITION DESCRIPTION

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<b>Employee Name:</b>	<b>Position Title:</b> Information Technology Coordinator (IT Coordinator)		
<b>Class Number:</b>	<b>Class Title:</b> Information Technology Coordinator		
<b>Dept./Div.:</b>	Information Technology	<b>Employment Status:</b>	Full-time
<b>Reports to:</b>	Service/Safety Director	<b>FLSA Status:</b>	Exempt
<b>Normal Hours:</b>	Varies	<b>EEO Status:</b>	04 – Technicians
<b>Civil Service Status:</b> Unclassified R.C. 124.11 (A)(30)			
<b>Salary:</b> In accordance with the approved Salary Schedule			
<b>Employment Expectations and Benefits:</b> Per the City of Jackson’s Insurance Offerings and the City of Jackson Personnel Policies and Procedures Manual			

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### GENERAL PURPOSE

Responsible for the management and maintainability of software, hardware, networks, effective upgrades, strategy, and execution of the City of Jackson’s IT infrastructure as well as assist with the development and maintenance of the GIS data resources.

### QUALIFICATIONS:

An example of acceptable qualifications: Completion of secondary IT education or equivalent (high school diploma or GED); minimum of five (5) years of experience and/or training in the operation and maintenance of or any equivalent combination of education, training, and/or experience provides the desired knowledge, skills, and abilities to perform the essential functions of this position; ability to successfully pass required checks and tests (drug screening).

**CLEARANCE:** Pass a FBI background check per JPD LEADS Policy.

### ESSENTIAL FUNCTION:

1. Responsible for the maintenance, configuration, and reliable operation of computers, servers, wired/wireless networks, VoIP phone system, physical access control, alarm systems, and CCTV systems
  2. Responsible for updating and maintaining the web hosting server; email and web: front and back end development.
  3. Ensure data safety and reliability, perform regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures.
  4. Provide helpdesk support, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
  5. Identify security/reliability vulnerabilities and make recommendations to the department head and/or service director to eliminate them with strategic solutions that increase data safety and reliability.
  6. Create and maintain GIS Mapping and Databases and maintain equipment inventories.
  7. Install, terminate, and test cabling as needed, including but not limited to CAT, Fiber, RG59, RG6
  8. Use of ladders and bucket truck to complete work.
  9. Follow City purchasing procedures.
  10. Troubleshoot and repair City traffic signal controls.
  11. Determines budget recommendations for the IT Department and provide budget estimates to Department Heads when required.
  12. Assist Sewer, Water, and Electric as needed in SCADA communications.
  13. Create, amend IT policies and procedures as needed, prepare reports for the Mayor and Service Director upon request.
  14. Develop and maintain basic database programs for various departments.
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15. Provide technology support and assist with GIS Mapping dissemination and integration for various departments.
16. Responsibility for maintaining critical systems including but not limited to payroll, budgetary, utility billing, AMI/AMR Systems, GIS (Geographic Information System) Mapping System, SCADA communications, Cemetery Records Management, Body-Worn Camera System.
17. Maintain high degree of confidentiality as the position deals with information used in collective bargaining, employee records, and confidential correspondence.
18. Oversee the requisition and installation of material and equipment to meet the operational needs of the City.

### KNOWLEDGE, SKILLS, AND ABILITIES

The following list suggests those skills and abilities which are typically useful in carrying out the essential functions above. The employer willingly accepts other skills and abilities which may also accomplish the essential functions.

1. General knowledge of basic maintenance practices.
2. Ability to read and record info.
3. Skill in operating equipment such as ladders, hand tools and other IT specialty tools.
4. Skill in driving and operating a bucket truck and generator.
5. Ability to receive callouts and perform emergency repairs.
6. Ability to schedule and perform work outside of regular working hours.
7. Troubleshoot computer software, hardware, and peripheral issues and make repairs and perform scheduled updates
8. Proficient in Windows OS Environment, both server roles and desktop setting.
9. Good communication skills and the ability to work as part of a team.
10. Discretion (since confidential data is held on computer systems).
11. Knowledge of City of Jackson policies and procedures, governmental procurement requirements and bookkeeping procedures.
12. Bachelor’s degree in computer science or similar field or related experience.
13. Work experience as a GIS technician preferred.

### EQUIPMENT, AIDS, TOOLS AND MATERIALS

The position holder is expected to operate/use the following:

- |                 |                                       |
|-----------------|---------------------------------------|
| 1. Ladders      | 5. Electric/Electronic Test Equipment |
| 2. Hand Tools   | 6. Various Software                   |
| 3. Power Tools  | 7. Computers                          |
| 4. Bucket Truck | 8. Fusion Splicer                     |
| 5. Generator    | 9. Various networking devices         |
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### LICENSES/CERTIFICATIONS

Shall hold a valid Ohio Driver’s License  
 Required to pass testing to perform maintenance on LEADS computers.

### SERIOUS RESPONSIBILITIES

Must make effective repairs of IT equipment and infrastructure.  
 Repair and installation should demonstrate good workmanship to provide dependable service.

### **Knowledge of:**

Budgeting; finance; basic accounting; computers and computer programs (e.g., Microsoft Office),

### QUALIFICATIONS, TRAINING, EXPERIENCE AND EDUCATION

- (1) Use of workplace tools, machines, documents, equipment to further IT skills that will aid in City IT operations. Training can take place within the employee's normal job environment and may occur as they perform their actual work and elsewhere within the workplace using dedicated workstations, or equipment.
  - (2) Manages the daily operations and investigates complaints received from the Administration and Heads of Department concerning the effectiveness of the system; inspects field repairs for conformance to instructions; prepares reports for the information of city officials; ensures maintenance of IT systems; troubleshoots, analyzes, recommends, schedules, and performs repairs; oversees, manages and secures contracts with outside vendors.
  - (3) Establishes and maintains good working relations with other department divisions, city departments, regulatory agencies, serviced communities, and other appropriate groups and individuals; participates in appropriate professional and technical associations; represents the City as required before regulatory agencies, local industries, and citizen groups; participates in the management of department personnel matters.
  - (4) Oversees the budget process and makes recommendations for the proper funding to maintain, improve, and expand IT systems; oversees the requisition of additional material, and equipment to meet operational commitments; ensures operations are compliant with federal, state, and local regulations; directs the development of department operation and maintenance manuals, preventive maintenance programs, loss prevention and safety programs, energy conservation programs, and quality control programs; coordinates with all City Department(s) activities and provides guidance to ensure necessary resources are available.
  - (5) Attends meetings and serves on committees, as necessary; attends training and seminars, as necessary.
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- (6) Maintains required licensure and certifications, if any.
- (7) Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
- (8) Demonstrates regular and predictable attendance; is required to be on-call 24 hours a day, 7 days a week.

### WORK ENVIRONMENT AND PHYSICAL DEMANDS

- (1) Work with a moderate noise level due to equipment operations.
- (2) Work outside with exposure to extreme weather conditions.
- (3) Work involves walking, talking and hearing, using hands to handle, feel or operate objects. Vision abilities required by this job include close vision and the ability to focus when using computer terminal or record books.
- (4) Must be able to repetitively lift, push, pull, reach above head height, stand, walk, kneel, bend and reach.
- (5) Must be able to stand for long periods of time.

### **OTHER DUTIES AND RESPONSIBILITIES:**

- (9) Performs other duties as assigned or directed.

**MINIMUM ACCEPTABLE CHARACTERISTICS:** (\* indicates developed after employment)

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand and agree with the contents of this position description.

\_\_\_\_\_  
(Signature of Appointing Authority)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Signature of Employee)

\_\_\_\_\_  
(Date)