



NOTICE OF VACANCY

TITLE: Technical Support Analyst
DEPARTMENT: Information Technology
POSITION STATUS: Full-time, non-union position with full benefits
REPORTS TO: Deputy CIO
SALARY: Up to \$60,000, DOQ; positions are eligible for a \$1500.00 sign-on bonus.

JOB SUMMARY

In the dynamic and progressive waterfront City of Salem (City), the Technical Support Analyst (TSA) position is a key role of the City's IT team. Under the direction of the Deputy CIO, the TSA performs a full range of technical support, maintenance, and implementation functions for City Departments. Join our amazing team!

DUTIES

Evaluate, install, upgrade and maintain Windows and/or Apple operating systems; application software; peripheral equipment and mobile devices.

Assist in the evaluation of application/network issues; participate in application upgrades and network equipment installations. Coordinate and supervise vendors to resolve hardware and warranty related issues.

Provide technical support to staff in the appropriate use of technology, particularly as it relates to established policies and regulatory compliance.

Provide assistance to all users of the system. Recommend and/or provide training and orientation to end users. Develop instructional manuals and/or documentation for end users and other IT staff.

Work in consultation with department and organizational staff to determine and document business processes, business rules, business requirements and translate these into technology requirements.

Train departmental staff to use and effectively operate new or replacement equipment.

Assist the Deputy CIO in determining future needs and areas for improvement and recommend solutions and assist with implementation. Assist the Deputy CIO in maintaining a comprehensive inventory and related records.

Participate in evaluating and recommending new technologies which enhance and support the technology plan.

Assist and provide backup for Department staff as needed, and other duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Solid understanding of PC architecture and operating systems and mobile devices, including, but not limited to: Windows, IOS, and Android, as well as peripheral equipment.

Excellent networked PC and peripheral troubleshooting skills. Proven ability to analyze complex operational problems and develop solutions.

Demonstrated technical expertise necessary to troubleshoot, identify and resolve technical problems including:

familiarity with Microsoft Windows Server architecture and related services including but not limited to: Active Directory, DNS, DHCP, and Print; and an understanding of database systems, networking concepts, and mobile connectivity.

Strong project management skills with the ability to manage multiple projects and meet deadlines.

Ability to recognize organizational and departmental priorities and to work collaboratively to support their accomplishment.

Excellent customer service skills.

Knowledge of applicable data privacy practices and laws.

Ability to conduct research into complex technical issues and products as required.

Ability to remain current with technology by reading documentation, utilizing online Knowledgebases and community forums, and attending user group meetings as needed or as requested.

Ability to communicate effectively both verbally and in writing with staff at all levels of the organization.

Ability to develop and maintain positive relationships with city and school officials, community organizations and the general public.

Ability to work a flexible schedule and remote work, which may include hours outside of the regular business day to ensure organizational needs are met.

QUALIFICATIONS REQUIRED

Bachelor's Degree in a related field and five years experience; or any equivalent combination of education and experience which demonstrates the requisite skills, abilities and knowledge.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Employee will need to be able to be mobile, with the ability to stoop, crouch, reach, push, pull, lift up to 40 pounds, and communicate. Ability to access, input and retrieve information from a computer. Employee must be able to assess situations onsite and communicate with other individuals. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Ability to travel throughout the City or elsewhere to various meetings as necessary. The work environment is typical of an office environment, with a moderate noise level. The work environment may change due to off-site meetings at various locations.

APPLICATION PROCESS

Qualified individuals are encouraged to apply by sending a cover letter, resume, and three references to the City using this email address: jobs@saalem.com. Applications will be reviewed on a rolling basis and accepted until the position is filled.

CITY OF SALEM, Lisa B. Cammarata, Director of Human Resources
98 Washington Street, 3rd floor
Salem, Massachusetts 01970

DATED: March 7, 2024

The City of Salem does not discriminate on the basis of race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status or genetic information and all applications shall receive equal consideration and treatment in employment.