

Job Title: IT Specialist (Entry-Level)

Job Summary:

We are seeking a knowledgeable and proactive IT Specialist to manage, maintain, and support the City of Port St. Joe information technology systems. The ideal candidate will troubleshoot technical issues, install and configure hardware and software, ensure network security, and provide technical support to users to maintain efficient operations.

Key Responsibilities:

Install, configure, and maintain computer hardware, software, printers, and other IT equipment. Monitor and maintain network infrastructure, including LAN, WAN, Wi-Fi, and internet connectivity.

Provide technical support and troubleshoot hardware, software, and network issues.

Manage user accounts, passwords, and access permissions.

Perform system updates, backups, and disaster recovery procedures.

Monitor system performance and recommend improvements.

Ensure data security by implementing cybersecurity best practices.

Maintain IT documentation, including system configurations and user guides.

Coordinate with vendors for hardware, software, and service support.

Train employees on new technologies and IT policies.

Ensure compliance with organizational IT policies and industry standards.

Program, monitor and maintain Allen Bradley® systems, PLCs and other industrial hardware/software.

Work with all external vendors.

Required Qualifications:

Professional certifications such as CompTIA A+, CompTIA Network+, CompTIA Security+, Microsoft Certified: Azure Administrator Associate, or Cisco Certified Network Associate (CCNA).

Bachelor's degree in Information Technology, Computer Science, or a related field.

Proven experience in IT support, system administration, or a similar role.

Strong knowledge of Windows, macOS, and Linux operating systems.

Experience with networking concepts (TCP/IP, DNS, DHCP, VPN).

Familiarity with Microsoft 365, Active Directory, cloud platforms, and virtualization technologies.

Knowledge of cybersecurity principles and data protection practices.

Excellent problem-solving, communication, and customer service skills.

Preferred Qualifications:

Bachelor's degree in Information Technology, Computer Science, or a related field preferred

Experience with cloud computing platforms and endpoint management tools.
Knowledge of scripting languages such as PowerShell or Python.

Key Skills:

Technical troubleshooting
Network administration
System administration
Cybersecurity awareness
Hardware and software installation
Cloud computing
Time management
Communication and teamwork
Analytical and critical thinking
Customer service orientation

Working Conditions:

Full-time position, typically in an office or hybrid environment.
May require occasional evening or weekend work for system maintenance or emergency support.
May involve lifting and installing computer equipment.