



Information Technology Support Specialist

Location: Whitestown, IN

Reports To: IT- Manager

Full/Part Time: Full Time

Regular/Temporary: Regular

Wage (Hourly/Salary): DNE \$65,000

Purpose:

The IT Support Specialist is responsible for assisting IT manager with coordinating and directing all computer-related activities within the organization. This includes overseeing the implementation of IT systems and ensuring the security and integrity of data.

Reasonable accommodation may be made to enable individuals with disabilities to perform the job responsibilities.

Responsibilities:

1. Strategic Planning
 - a. Develop and implement IT strategies aligned with the organization's objectives.
 - b. Evaluate and recommend modern technologies to enhance efficiency and competitiveness.
2. Systems Implementation and Maintenance
 - a. Assisting with the installation and maintenance of hardware, software, and network systems.
 - b. Assist with Vendor to Ensure the reliability and security of IT infrastructure.
3. Security and Compliance
 - a. Assisting with maintaining security protocols to safeguard the organization's data.
 - b. Ensure compliance with relevant regulations and standards.
4. User Support
 - a. Provide technical support to end-users, addressing and resolving IT-related issues.
 - b. Assist with creating and conducting IT training for Whitestown staff.

Information Technology Support Specialist – Continued

5. Vendor Management-
 - a. Collaborate with external vendors to procure and maintain IT-related services.
 1. (e.g., Verizon, Cyber Security, Microsoft)
6. Reporting and Documentation
 - a. Prepare regular reports on IT performance, projects, and issues.
7. Maintain accurate documentation of IT systems and processes.
8. Other Duties as Assigned

Qualifications and Skills:

- Strong knowledge of IT systems, infrastructure, including: Microsoft 365 Admin Center, Microsoft 365 Apps for Business, SharePoint, Adobe Acrobat, Bluebeam, Cisco Networking.
- Excellent leadership and communication skills.
- Desire to work as a team with a result driven approach.

Education and Experience Preference:

- Bachelor's degree in information technology, Computer Science, or a related field.
- Proven experience in IT management roles.
- Project management experience.
- Certification in relevant technologies (e.g., Cisco, Microsoft, CompTIA) is advantageous.
- Knowledge in Public Safety systems (e.g. CAD, Cradlepoint, GIS Mapping)

To apply, please email your cover letter and resume to
Angie Veatch, at aveatch@whitestown.in.gov