



JOB DESCRIPTION

TITLE: IT SPECIALIST
REPORTS TO: DIRECTOR OF IT OPERATIONS
FLSA STATUS: NON-EXEMPT
WAGE RANGE: \$21.63 - \$37.02
CLASSIFICATION: FULL TIME REGULAR EMPLOYEE
DATE APPROVED: November 17, 2023

Summary Description

The IT Specialist supports the daily operations and strategic development of the IT department. This position supports the organization's computer hardware equipment and software applications installed at multiple sites. This position analyzes, recommends, installs, and maintains critical equipment ensuring Blue Stakes operating applications are always available. This position provides IT support for issues and requests, works to resolve these daily, and reports ongoing issues and trends.

Essential Job Duties/Responsibilities

- Provides first level and ongoing support for all incoming issues and requests. This includes responding to every Help Desk Ticket and Teams group message, IT phone calls and emails, and ensuring issues are resolved or following issues until they are resolved.
- Supports the IT department in its responsibilities, including departmental coverage, participating in IT meetings, completing IT projects and tasks, providing input and feedback, obtaining needed training, etc.
- Assists the Director of IT in achieving all IT project goals and objectives within specified timeframes.
- Assists the Director of IT in Blue Stakes contracts, communication, support, implementations, upgrades, licensing, inventory, etc. with technology providers and acts as a secondary contact and liaison between providers/vendors and Blue Stakes as assigned.
- Assists in recommending, building, installing, updating, troubleshooting, testing, analyzing, securing, maintaining, and performing needed functions related to hardware, software, and hosted/cloud services located at Blue Stakes offices, work-at-home environments, and hosted/cloud-based locations, including:
 - Norfield Operating System, including primary and supporting hardware and software systems and all applications (NEWTIN, Ticket Entry, Delivery, Web, Mapping, Archiving, GEMINI, Remote Access, and LOGiX).
 - Telephone System, including contact center, call & screen recording, reporting, workforce management, quality management, performance management, interaction analytics, etc.
 - Websites and services, including primary, backup, training, and other supplemental sites.
 - Content and Collaboration system, including Teams, SharePoint, Help Desk, etc.
 - Database and storage systems, including data backup requirements and remote administration.
 - Virtual Hosting Systems, including redundancy, high availability, clustering, etc.; and
 - Networking systems, including LAN, WAN, wireless, WAH services, etc.
- Provides general training expertise on proper usage and advanced troubleshooting for desktops, laptops, hardware, and software, including work-at-home environments.
- Performs functions to support employees working from home or other locations.
- Performs functions to support all center departments as needed and assigned.
- Assists in creating, maintaining, and updating the IT procedural documentation and other important information, including inventory, vendor contacts, contracts, system lifecycles, etc.
- Assists in the creation and maintenance of web applications, native mobile apps, and scripting.
- Creates and compiles content for training documents and videos.

Additional Job Duties/Responsibilities

- Recommends annual performance goals and job description for the position. Provides a complete self-evaluation to the Director of IT Operations at the end of each review period.
- Provides feedback to help improve procedures, software, documentation, etc. Helps test software upgrades and new functionality.
- Educates the public about Blue Stakes' role as the communication link between excavators, locators, and member utilities.
- Promotes online ticket entry, Mobile App, and other web utilization products for Blue Stakes.
- Participates in industry organizations, committees, task teams, and/or working groups as assigned.
- Maintains an acceptable workspace environment at the main office and/or at home, as assigned.
- Performs responsibilities primarily during normal business hours and at times as needed outside of normal business hours, including early mornings, nights, and weekends.
- Performs responsibilities from the main office and other location as assigned and/or needed.
- Assists in the creation, implementation, and continued development of Blue Stakes' comprehensive disaster mitigation and business continuity plan.
- Assists in creating and maintaining the reporting and tracking of statistical data, reports, graphs, databases, etc.
- Assists in the creation and contributes content to social media sites, including but not limited to Facebook, Twitter, Instagram, LinkedIn, and YouTube, to promote damage prevention awareness while maintaining a strong public image of Blue Stakes of Utah 811.
- Performs other duties and responsibilities as assigned.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty accurately and completely. In addition to the required proficiency in each of the competencies listed above, the requirements listed below represent the knowledge, skill, and/or ability required.

Education/Experience

- High School equivalency required. Associate degree or higher preferred in Computer Science, Management Information Systems, Information Technologies, Systems Engineering, or equivalent work experience is preferred.
- Familiarity with or the ability to learn and apply the skills for Digital Media Creation.
- Knowledge and understanding of the 811 processes.
- 2+ years' experience or any combination of education, experience, and training that provides the following knowledge, skills, and abilities.

Skill/Knowledge/Abilities

- Ability to type 40 WPM.
- Must have excellent customer service and interpersonal skills.
- Possess excellent written and oral communication skills, including the correct use of the English language. Must be able to communicate effectively both verbally and in writing using proper grammar and spelling.
- Ability to set up, present, and conduct oral presentations to small and large groups, with and/or without audio/video and other technologies.
- Ability to manage and organize workload independently and effectively.
- Ability to follow and interpret written and verbal instructions.
- Ability to analyze problems and develop and implement plans to resolve problems.
- Ability to analyze, prioritize, and manage workload to resolve critical and emergency conditions.
- Ability to interact effectively and maintain effective working relationships with subordinates, superiors, vendors, members, excavators, as well as other Blue Stakes employees and the public.
- Regular and prompt attendance is essential; mental effort is required daily.



- Ability to use logic and critical thinking skills to prevent errors that may cause loss of life and / or property.
- Ability to be self-directed to succeed in changing environments.
- Ability to be flexible and make changes as necessary.
- Ability to learn and apply the knowledge of Blue Stakes operations and procedures, including learning of geography in Utah and "Damage to Underground Utility Facilities Act".
- Ability to read, search, and understand locations and positioning in a mapping application.
- Ability to navigate and communicate effectively within social media applications and other related services.
- Ability to learn and apply received instruction, training, and coaching.
- Ability to learn, utilize, troubleshoot, and provide support for basic PC hardware and operating systems, QuickBooks, Norfield Platform, and Office software (Microsoft, Adobe, Google, etc.) for employee workstations, both onsite and via remote access software.
- Ability to learn, operate and support both on premise and cloud-based server and software systems and services, including: Virtual Systems, Remote Access Software, Learning Management Systems, Help Desk, Website/Hosting, Content Management Systems, etc.
- Knowledge of basic office equipment, such as telephones, copiers, and computers.
- Maintain confidentiality and security of information obtained.

Working Conditions and Physical Demands

- Indoor Contact Center/office environment; Ergonomic workstation options, telecommuting option.
- Occasional in-state and out-of-state travel is required. Must provide own transportation and vehicle insurance for in-state travel.
- Must have a valid driver's license.
- Job requires sitting and/or standing for extended periods.
- While performing the duties of this job, the employee is required to view computer screens and wear telephone headset equipment for extended periods.
- This position has exposure to stressful situations as a result of human behavior. Work is often performed under deadlines and time constraints.

Qualifications to be eligible for promotion to Middle Management

- Maintain a satisfactory work record in the performance of job responsibilities
- Follow company policies and procedures
- Meet and maintain WAH policy guidelines and requirements
- Effectively work a regular schedule with minimal absenteeism and/or tardiness
- Achieve and maintain an IT Specialist overall merit rating of 2.0 or greater
- Complete at least six months of service as an IT Specialist
- Learn and successfully apply the processes to work through IT support requests and tasks
- Be in good standing and not under any formal performance improvement plan

Accept, Understand, and Confirm

I have read the above and understand that it is intended to describe the general content of and requirements for performing this job. It is not an exhaustive statement of duties, responsibilities, or requirements. I understand that this description does not preclude my supervisor's authority to add or change duties and responsibilities and understand that the performance of other duties will be required from time to time to meet Blue Stakes' needs. I understand that my employment with Blue Stakes is at-will. I have been given a copy of this description.

Employee Signature _____

Date _____