



CITY OF PEABODY

HUMAN RESOURCES DEPARTMENT

CITY HALL, 24 LOWELL STREET, PEABODY, MA 01960

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JOB POSTING
INFORMATION TECHNOLOGY
NETWORK/IT SPECIALIST

Job Title: Network/IT Specialist

Department: Information Technology

Location: City Hall

Schedule: Full-time, 32.5 hours per week
May require working weekend and evening hours

Pay Rate: \$65,000 to \$79,940 annually, depending on qualifications

The City of Peabody seeks qualified, motivated candidates for a full-time Network/IT Specialist position in our Information Technology Department.

Summary of Position Responsibilities:

Under the supervision of the Director of Information Technology, this position will provide Tier-2 level support, maintenance, and operation of all technology-related hardware, software, systems, networking, and security solutions. Essential tasks include, but are not limited to:

- Resolving technical problems of a moderate to high scope and complexity that might include the integration of hardware and operating systems (OS).
- Managing daily backup/restore/disaster recovery operation with an understanding of RAID configuration and cloud storage technologies.
- Installing and configuring a variety of software applications.
- Managing inventory of all IT assets including but not limited to history of hardware failure, repair, installation, and removal.
- Recording, tracking, and documenting incident queries and problem-solving processes, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
- Maintaining knowledge of current technology by reading periodicals, evaluating new technologies and attending technical seminars and training sessions.

Qualifications:

Education & Experience: Associates or Bachelor of Science degree with major coursework in Computer Science, Information Technology, or related discipline. At least 5 years of relevant IT experience required. **Licenses & Certificates:** One of the following certifications is preferred: CompTIA A+, CompTIA Network+, CCNA, MCSA, or Microsoft 365 Modern Desktop Administrator Associate certified. **Required Skills:** The ideal candidate is a motivated and energetic self-starter, who has a "make it happen" attitude, and who can thrive in

a fast-paced, cutting-edge environment. Must have experience with LAN, VLAN, WAN, firewalls, routers, switches, wireless networks, cabling, network design, cybersecurity, backups, disaster recovery planning, network performance, Active Directory, SMTP, DHCP and IP scope, VPN, FTP, Anti-Virus/Spam/Malwares, IPS/IDS, desktop PCs, HP and Dell servers, printers, and Avaya IP Office phone system. Extensive knowledge of Microsoft Office 365, Azure Active Directory, SharePoint, and Teams is required. Must be Microsoft proficient: Word, Excel, PowerPoint, Access, Outlook, Publisher, Visio, etc. Knowledge of basic programming languages such as HTML, Perl, MS-DOS, Java, JavaScript, PHP, Microsoft PowerShell, etc. required. Experience with recent flavors of SQL Server and/or Oracle in production settings is preferred. Must have exceptional written and oral communication skills; exceptional analytical and problem-solving skills; ability to conduct research into a wide range of computing issues as required; understand and retain information quickly; and present ideas in user-friendly language. Successful candidate must have meticulous attention to detail, logical trouble shooting skills, and proven analytical and problem-solving abilities. Ability to effectively prioritize and execute tasks in a high-pressure environment is a must. Exceptional customer service skills required. Must have experience working in a team-oriented, collaborative environment.

Working Conditions:

This position requires sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard, mouse, tools, and to handle computer components; and lifting and transporting of moderately heavy objects (less or equal to 30lbs), such as UPS, computers, and peripherals. The position is full-time, 32.5 hours a week but will require working hours outside of normal office hours as deemed necessary to mitigate situations.

Posting Date: August 17, 2021

Application: Interested/qualified candidates please send applications or letters of interest & resumes for immediate consideration, with priority consideration given to candidates that apply by Friday, September 3, 2021, to the Human Resource Office, City Hall, 24 Lowell Street, Peabody; or via e-mail to kelly.bloom@peabody-ma.gov; or by fax to 978-278-1544. Position to remain open until filled. City is an EOE.