The City of Trenton is accepting applications for a Technology Support Specialist. Starting salary is $65,000 or $31.25 per hour + benefits. This is a Classified, Non-Exempt full-Time position with a one (1) year probationary period.

General Description:
Under general supervision, the Technology Support Specialist is primarily responsible for providing technical assistance related to software functionality, data integrity, and user training for various software applications utilized throughout the City.

Job Duties:
- Help implement, operate, maintain, and update various City software applications; Test system upgrades and modifications as needed, and analyze data to help determine impact on assigned module(s); Help develop, coordinate, and test system modifications to address user needs; Troubleshoot problems at the application level and work with vendors, staff, and end users to resolve issues; Help identify and resolve ongoing functional and technical issues and recommend steps to safeguard the integrity of the database and the production files; Perform routine maintenance and updates. Assist in special projects to ensure data integrity. Equipment Inventory.
- Develop and update methods to capture data from the City's information management systems to disseminate, track, query, and/or report information as requested by departments; Create, design, modify, and update reports using City software applications; Maintains confidentiality with regard to the information being processed, stored or accessed by the network. Weekly reports and system updates.
- Assist in the following: install, configure, maintain, repair, update, and replace computers and servers, peripherals, cabling, hardware, software, network, security features, telephone systems, geographic information systems, and other equipment.
- Monitor disaster recovery file transfers, assist in the development of disaster recovery policies and procedures. Coordinate the various schedules to purge electronic records in the City's ERP system with the department users and the applicable records retention schedules.
- Perform process review to ensure efficient and effective use of resources; Recommend operational and procedural changes to the system as necessary; Analyze data from the City's ERP system and other financial software to provide improvement recommendations; Develop various procedure, technical, and training manuals for various processes; Maintain system and end user documentation and procedures.
- Attends meetings and serves on committees, as required; attends various meetings, seminars, and workshops.
- Meets all job safety requirements and all applicable PERRP safety standards that pertain to essential functions.
- Demonstrates regular and predictable attendance; due to the nature of the job, the – Technology Specialist must be available to return to work after normal work hours or on weekends when assigned or when requested to do so. Storm Water Management. Work with Butler County Storm Water District. Perform inspections, reports, and other requirements. Assist Finance with calculations on ERUs.
- Perform other duties as required.

Essential Skills , Knowledge, Abilities:
- Use of the following equipment: Personal computers, cell phone, camera, oversized plotters, copiers, calculators, telephones, audio/visual and video recording equipment, USPS Postage Machine and other equipment germane to this position.
- Principles and practices of modern public service administration;
- Modern records management techniques, including legal requirements for recording, retention and disclosure;

- *City and Department goals and objectives;
- *City and Department policies and procedures;
- basic accounting;
- bookkeeping;
- finance;
- budget policies and procedures;
- inventory control;
- public relations;
- general office practices and procedures;
- skill in communicating both orally and in writing;
- knowledge of City ERP and general software implementation;
- knowledge of databases, report writing, word processing and spreadsheet software;
- skill in establishing and maintaining effective working relationships with other department/section employees, vendors and public.

Skill in:
- Use of modern office equipment;
- data entry;
- adding machine or calculator operation;
- computer operation;
- Financial Software System;
- and Microsoft Office.

Ability to:
- Carry out instructions in written, oral, or picture form;
- deal with problems involving several variables with familiar context;
- exercise independent judgment and discretion;
- complete routine forms; prepare accurate documentation;
- compile reports;
- gather, collect, and classify information;
- add, subtract, multiply, and divide whole numbers; communicate effectively;
- respond to inquiries from public and/or officials;
- develop and maintain effective working relationships;
- travel to and gain access to worksite.

Minimum Qualifications:
- Possession of a valid State Driver's License.
- Associate degree from an accredited college or university with major course work in Computer Science, Information Systems or equivalent experience.
- CompTIA A+ Certification
- Ability to obtain Network+ Certification within 6 months of hire.
- (12) months from date of hire.

Applicants must pass a background check and drug screen. Applications may be obtained on the City of Trenton website at www.trentonoh.gov and at the Trenton Civic Center, 11 E State St, 45067.

Please fill out the application and return it to Sharon Leichman at Trenton Civic Center, 11 East State Street, 45067, or email to employment@trentonoh.gov

Deadline is 3:00 PM, Wednesday, May 1, 2024

For further information, please call 513-428-0150. Trenton is an EEO/AA employer.

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