Job Vacancy Announcement
Information Technology Support Specialist

Description

The City of the Village of Indian Hill, Ohio is currently accepting applications for the position of Information Technology Support Specialist. Indian Hill is located in Hamilton County, Ohio, approximately ten miles northeast of Cincinnati and encompasses 20.5 square miles. Indian Hill is home to approximately 6,087 residents and has a strong sense of history, community and rural agriculture.

The Information Technology Support Specialist position is responsible for working closely with the Information Technology Manager to monitor the overall health of the Village computers, networks, software, and hardware. Primary duties include handling the daily support requests within the Village for various departments and assisting in the design, implementation, and support of projects such as infrastructure, network equipment, telephone systems, application and database maintenance, and other third-party hardware and software. People "soft" skills are a necessity as much of this position involves face-to-face end-user support and troubleshooting for departments including, but not limited to, administration, finance, police, public works, and water works. The scope of responsibilities is varied and progressive as the technology field is constantly changing and advancing. Duties of this position are performed under the general direction of the Information Technology Manager.

The Technology Services office serves approximately 85 work stations, seven virtual hosts and 18 virtual servers, approximately 115 VoIP and mobile phones and performs the administration of the City's website and email accounts.

Essential Duties and Responsibilities

- Serves as the first point of contact to user inquiries, requests, and trouble reports and accurately troubleshoot and resolve hardware, software, and network issues.
- Maintains the help ticket system, create and respond to help tickets, and maintain knowledge base of support procedures and solutions.
- Interacts with Village staff including department heads, public safety personnel, and elected officials to support various technology needs.
- Installs and configures computer and network hardware while keeping workspaces clean and organized.
- Administers core server infrastructure, including VMware, vSphere, Active Directory, Group Policy, DNS, DHCP, Microsoft 365, Office 365, and various third-party application servers and services.
- Administers network infrastructure, including firewalls, switches, routers, wireless access points, and media converters.
- Assists in ensuring the reliable operation of the Village's network and server infrastructure by tracking problems, monitoring performance, making configuration changes, and installing upgrades to hardware and software.

- Assists in developing and implementing backup policies and procedures and monitoring backup jobs.
- Works with vendors to provide assistance in software/hardware installation and support, upgrades and troubleshooting.
- Provides training to users on how to operate new software and computer equipment.
- Manages and maintains user accounts in Active Directory and Microsoft 365.
- Maintains and organizes inventory and supplies, including disposal of old equipment.
- Manages software updates and security patches for end-user workstations.
- Works in tandem with the Information Technology Manager to analyze ongoing technology needs to plan, coordinate and execute solutions.
- Participates in a rotating on-call schedule to facilitate after-hours support.
- Handles confidential information appropriately.

Knowledge, Skills and Abilities
- Considerable knowledge of personal computers and network computer systems, hardware, operating systems, software packages, printers and other related peripherals.
- Ability to install and configure computer software, hardware and related equipment in a network environment.
- Analytical and problem-solving skills.
- Ability to exercise considerable independent judgement and discretion in carrying out daily operations.
- Ability to develop and maintain effective working relationships with internal and external stakeholders.
- Ability to communicate effectively and accurately, both orally and in writing.
- Ability to select appropriate technology to address various City needs.
- Knowledge and understanding of network and internet protocols.
- Maintains composure and professionalism under pressure.
- Sensitive to deadlines and completes work accurately and effectively in a timely manner.
- Ability to work flexible schedule, including nights and weekends, as needed.

Required Education and Experience
Minimum High School diploma or equivalent. Possess an Associate's Degree in computer science or related field and two years of experience and/or training in computer support; or any equivalent combination of education, experience, and training which provides the required knowledge, skills and abilities may be considered.

Job Benefits
Starting salary at $63,764 to $89,872, depending on qualifications, with an excellent benefit package. Position is unclassified, FLSA exempt, and at-will.

Current benefits include:
- Participation in the Ohio Public Employees Retirement System
- Deferred Compensation Plans
- Comprehensive Health, Dental, Vision with employer contribution to Health Savings Account
- Employer paid Basic Life & AD&D in the amount of 1X salary up to a maximum of $75,000
- Access to onsite workout facility and access to Beacon Tactical Performance and Rehabilitation Program/Employee Wellness Program
- Employee Assistance Program
- Education Assistance through Tuition Reimbursement

- 12 Paid Holidays
- Paid leave, including vacation, personal, sick and compensatory time
- Longevity pay annually after 5 years of service with the Village
- Years of service credit for those candidates who have prior service with other governmental units for vacation leave and eligibility to transfer up to 960 hours of unused sick leave with written verification from previous employer
- Supplemental Retirement Plan

Application Process
Qualified applicants are required to submit a detailed cover letter, resume and application for employment no later than 4:00 p.m. EST on Friday, February 6, 2026 for utmost consideration, although applications will be accepted until this position is filled.

All documents should be submitted at the same time and may be submitted electronically through the City's website (https://indianhill.gov/employment/), mailed or delivered to the attention of:

Jessica Chaney
Director of Administrative Services
Village of Indian Hill
6525 Drake Road
Cincinnati, OH 45243
(513) 561-6500
jchaney@indianhill.gov

All finalists will be subjected to a comprehensive background check and the selected candidate will be required to complete a drug screening and employment physical.