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Brimfield Township
 1333 Tallmadge rd.
 Kent, Ohio 44240

Job Description

Job Title	Information Technology Intern		
Job Location	Administration Office		
Reports to	Administrative Supervisor and Board of Trustees	Department	Administration
Initial Date	05/23/2018	Employee	
Review Date		Approved By	

Job Summary

The Township Information Technology Intern is appointed by the Board of Trustees and serves under the supervision of the Administrative Supervisor. This individual is responsible for basic troubleshooting of user hardware, software and network issues. Additionally, this individual will be responsible for updating current I.T. documentation and assisting the Technology Coordinator with new deployments of various technologies for the Township departments.

This is a part-time position as defined in the Brimfield Township Policy and Procedure Manual, Section 3.1. The work schedule will typically be between 8:00am to 4:00pm Monday through Friday but could require evening or weekend hours. The salary range for the position will be based on the level of experience and qualifications of the person who holds this position.

Supervision Responsibilities

This position has no supervision responsibilities and is a direct report to the Administrative Supervisor. This position also reports to the assigned liaison and the Brimfield Township Board of Trustees.

Essential Functions

Job functions:

- a. Perform frontline troubleshooting for user computing issues
- b. Update and maintain I.T. documentation, including assets, network maps, access control, contracts and services
- c. Aid the Technology Coordinator in maintaining and deploying I.T. services such as IP camera security systems, Voice over IP telephony, new computing hardware (PC's laptops and mobile devices) and additional technology infrastructure such as phone lines, network connections, wireless links and WiFi service
- d. Assist the Technology Coordinator in the review of technology service contracts and help in the generation of reports and recommendations to the Fiscal Officer

Qualifications

Minimum Qualifications:

- Intermediate networking skills to include proficiency with VLANS and switching
- Troubleshooting logic and skills for both PC computing as well as networking

- Client interaction skills
- Strong familiarity and troubleshooting skills with common PC applications such as browsers and office productivity suites such as Microsoft Office

Preferred Qualifications:

- Server administration
- Web coding
- Wireless networking
- Experience with hosted email services such as Gmail and Microsoft Office 365
- Voice over IP telephony

Must possess a valid Ohio Driver's License with less than 6 points. Must be able to deal tactfully, and courteously with employees, board members and the general public.

Satisfactory completion of a background investigation, and pre-employment drug screen is required. The candidate must also be able to deposit a bond, in accordance with Section 519.161 of the Ohio Revised Code, with the Township Fiscal Officer before entering upon the duties of this position.

Knowledge, Skills & Abilities

The successful candidate shall:

1. Have knowledge of:
 - a. Network Fundamentals such as VLANS and switching
 - b. PC, networking and mobile device troubleshooting
 - c. Basic electricity and electronics
 - d. Server administration experience or training
 - e. Wireless networking
 - f. Microsoft Office 365 and Gmail hosted email platforms
 - g. Voice over IP telephony
2. Be skilled in:
 - a. Well-developed interpersonal and communications skills to establish and maintain effective working relationships with other employees, government officials, and the public, to negotiate effectively, and to deal with public relations problems courteously and tactfully.
 - b. Good customer service (in person, phone, email).
 - c. Identifying alternative solutions or approaches to problems, and then using logic and reasoning to compare strengths and weaknesses of those alternatives.
 - d. Using personal computer and email.
 - e. Good planning and organizational skills.
 - f. Following written and oral instructions.
3. Have the ability to:
 - a. Shall have the ability to communicate effectively, both verbally and in writing.
 - b. Shall possess excellent writing and grammar skills.
 - c. Shall have the ability to fluently speak the English language.
 - d. Shall have the ability to handle sensitive inquiries from, and contacts with the Administrative Supervisor, elected officials and the general public.
 - e. Shall have the ability to work effectively with residents who may be upset, distraught, irate, emotionally or mentally or otherwise unable to function within the reasonable range of constructive behaviors.
 - f. Shall have the ability to learn or utilize social media platforms (i.e. Facebook and

Twitter).

- g. Shall possess the ability to learn to update the Township's website (specific pages as needed).
- h. Shall have the ability to work independently, and to set and achieve goals.
- i. Shall have the ability to organize and maintain information, records, and paperwork.
- j. Shall have the ability to effectively plan independently, and in collaboration with other township offices and outside agencies.

Physical Effort

The physical activity required for this position consists of manual dexterity, talking, hearing, reaching, stooping, sitting, climbing, walking on unstable ground at construction sites, and lifting up to 25lbs. The individual will occasionally be out of doors at township parks and be required to walk on uneven ground. The individual must be able to drive a vehicle. The individual performs work where the seeing job is close to the eyes and at or within arm's reach, and also at varying distances, and requires viewing a computer terminal and smart phone screen, and proofreading materials and information.

Work Locations

Work for this position will take place in an office provided by the Board of Trustees of Brimfield Township. Occasionally, it will require work out of doors, and at township parks and facilities. Meetings could take place at various locations in other government buildings, or in the professional offices of businesses. A standard array of office equipment will be provided.

Personal Work Relationships

Individual will have contact with co-workers, employees, contractors and the general public. Individual will communicate with the public both verbally and in writing. Individual is responsible to maintain a positive working relationship with elected and appointed officials, supervisors, co-workers, government agencies and other individuals.

Notification and Disclaimer

This position description is presented for informational purposes only and can be changed at any time by the Board of Trustees of Brimfield Township with or without notice. The Township Secretary is an employee at-will and either the employee or Brimfield Township can terminate the employment relationship at any time (for any reason or no reason). No representative of Brimfield Township has the authority to enter into an agreement that is contrary to the foregoing.