

Job Title: Information Technology Specialist

Department: Information Technology

Location: City of Progreso, Texas

Reports To: City Manager / IT Director (if applicable)

Position Summary

The Information Technology (IT) Specialist is responsible for maintaining, supporting, and enhancing the City of Progreso's technology infrastructure. This role ensures reliable operation of computer systems, networks, and software applications used across city departments, while providing technical support to staff and safeguarding data integrity and security.

Key Responsibilities

- Provide day-to-day technical support for city staff, including troubleshooting hardware, software, and network issues
- Install, configure, and maintain computers, servers, printers, and other IT equipment
- Monitor and maintain network systems, including internet connectivity, firewalls, and wireless access
- Manage user accounts, permissions, and access controls
- Perform routine system updates, patches, and backups
- Ensure cybersecurity best practices are implemented and maintained
- Assist with procurement, inventory, and tracking of IT assets
- Support city software systems (e.g., billing systems, records management, public safety software)
- Respond to IT service requests in a timely and professional manner
- Maintain documentation of systems, processes, and procedures
- Assist in planning and implementing IT projects and upgrades
- Provide basic training to staff on technology use and security awareness
- Maintains and Enhance the City of Progreso Website
- Other duties as assigned

Minimum Qualifications

- Associate's or Bachelor's degree in Information Technology, Computer Science, or related field (or equivalent experience)
- 2+ years of experience in IT support or systems administration
- Knowledge of Windows operating systems, Microsoft 365, and common business applications
- Basic understanding of networking concepts (TCP/IP, DNS, DHCP)
- Experience with hardware troubleshooting and repair
- Strong problem-solving and communication skills

Preferred Qualifications

- Certifications such as CompTIA A+, Network+, or Security+
- Experience working in a government or municipal environment
- Familiarity with cybersecurity tools and practices
- Knowledge of backup and disaster recovery systems

Work Environment

- Office setting with occasional fieldwork at city facilities
- May require lifting equipment (up to 40 lbs)
- On-call or after-hours support may be required for emergencies or system maintenance

Salary Range

- Based on qualifications and experience

Benefits

- Paid holidays, vacation, and sick leave

Equal Opportunity Employer Statement

The City of Progreso is an Equal Opportunity Employer and does not discriminate based on race, color, religion, sex, national origin, age, disability, or any other protected status.