

As required by the provisions of 35C.1, Code of Iowa, notice of recruitment for the following positions is being given.

CITY OF NEWTON IT SUPPORT MANAGER

The City of Newton is looking for a hands-on IT Support Manager to keep our technology running smoothly across all departments. If you're passionate about solving problems, leading IT projects, and keeping systems secure and connected — we want you on our team! Join a community-focused organization that values innovation, teamwork, and service. Enjoy competitive pay, solid benefits, and the chance to make a real impact on how our city runs. **Applications accepted through November 9, 2025.**

Job Description

Under the general direction of the Administrative Services Manager, provides IT support services across city departments including: resolving questions, inventory, and requests, which may include installing, maintaining and troubleshooting applications including general usage assistance. Assists in the development, implementation, installation and operation of all information management systems and equipment for the city.

Essential Functions:

Technical Support

- Provide timely, courteous and effective technical support to city employees (in-person, phone, remote);
- Investigate and manage IT-related projects;
- Install new computer equipment to ensure proper installation of cables, operating systems and appropriate software;
- Perform preventative maintenance and updates in accordance with department policies;
- Discuss software applications with users to determine level of satisfaction and/or the need to modify software;
- Maintain inventory database of workstations and associated equipment; assist in research and purchase of hardware and software; Provide technical advice and assistance to users concerning data communication equipment and data transmission;
- Train users on basic computer usage and office applications software such as Microsoft Office;
- Maintain accurate records of incidents, service requests, and solutions;
- Oversee contracts with internet and phone service vendors;
- Research and evaluate new technologies; investigate and propose IT solutions;
- Assist the Administrative Services Manager and Department Directors with IT budget and Capital Improvement Plan (CIP) planning for network operational equipment, telecommunications, and technology services.

System Maintenance

- Monitor local network performance and escalate connectivity issues;
- Oversee the security and integrity of the municipal network system including line-of-sight dishes;
- Assist in implementing IT security protocols, such as antivirus, firewalls, and backup schedules;
- Install applications software on the network; maintain network documentation;
- Create and maintain users, directory structures, security rights and printer configurations;

- Troubleshoot any hardware problems with desktop PCs, servers, switches, routers, printers, and miscellaneous electronic equipment; work with vendors and technicians to correct issues;
- Oversee, configure, and troubleshoot the City's phone and VoIP systems;
- Oversee electronic e-mail system and server
- Lead issue triage, design and manage backup strategies, and disaster recovery planning;
- Assist with the maintenance and updates of the city website;
- Maintain City cable access channel and televise all City Council meetings/workshops as required and set up for rebroadcasting;
- Operate multiple remote controlled video cameras, monitors, switches, mixers, video recorders, microphones, audio mixers and program-scheduling controllers;
- All other duties as assigned.

Working Conditions: Agreeable working conditions. Job has no effect on personal comfort. Adjustments to "Normal Work Hours" may be necessary to meet work requirements.

Required Knowledge, Skills and Abilities: Must possess advanced knowledge of the operation, configuration, and maintenance of personal computers, servers, and peripheral equipment in a networked environment. This includes in-depth experience with Microsoft Windows operating systems (both client and server), Active Directory, Group Policy, and user account management within a domain. The role requires a strong understanding of network architecture and protocols, including TCP/IP, DNS, DHCP, VPN, VLANs, and firewalls. The ideal candidate will have a demonstrated ability to troubleshoot and resolve complex hardware, software, and connectivity issues, develop and maintain system documentation, and apply cybersecurity principles and data protection best practices to ensure compliance and system security. Experience with specialized platforms such as Laserfiche, Symantec, Barracuda, CableCast, ImageTrend Elite, and Target Solutions is highly desirable, as is the ability to support AV systems and video streaming used for municipal meetings. Strong communication skills are essential, including the ability to explain technical issues in non-technical terms. The position also requires the ability to work independently, manage multiple priorities, and lead technical projects from planning through implementation.

Human Relations: Requires frequent contacts with the public and employees in other departments to give advice, enforce ordinances, solve problems, and coordinate work.

Supervisory: Requires partial or general supervision of supply vendor contracts.

Responsibility: Accountable for work of immediate unit, significant outlay of dollars, equipment or supplies, or results of a process or project having a significant impact. Errors may cause inaccuracies; unnecessary costs could be difficult to discover.

Confidentiality: Regularly required to work with data, processes, or confidential information where disclosure is a serious breach of trust. (Criminal information)

Additional Requirements: For those tasks where a personal or City vehicle is used, individual must be physically capable of operating the vehicle safely, possess a valid Iowa operator's license and have an acceptable driving record. Good Moral Character: Can be trusted and is considered by those who know him/her to be a person of good reputation and good standing in the community. The character of a person is determined by past behavior. History shows good judgment, maturity, a sense of responsibility, and the respect of others. Background Check: Must

be able to pass an in-depth background check process due to the need for higher security clearance.

Physical Requirements: This position requires the following physical abilities to successfully perform essential job functions:

- Ability to climb ladders and access rooftops, towers, and other elevated structures to install, maintain, or repair line-of-sight dishes and related equipment.
- Ability to work in confined, awkward, or restrictive spaces such as under desks, behind office furniture, or within network and server rooms to perform cabling, troubleshooting, or equipment installation.
- Ability to safely lift, carry, and move computer equipment, servers, and peripheral devices weighing up to **50 pounds**.
- Ability to maintain balance, coordination, and dexterity when working at heights or in tight spaces.
- Ability to use hand tools and testing equipment requiring fine motor skills and manual dexterity.
- Visual and auditory acuity sufficient to work with electronic equipment, read technical documentation, and communicate effectively with staff and vendors.
- Ability to safely operate a vehicle for local travel to City facilities and remote sites as needed.

Acceptable Experience and Training: Graduation from high school, including or supplemented by computer and/or business courses. Four (4) years' work experience in the installation, maintenance and technical support of a network environment, computer software and hardware applications. Or any equivalent combination of experience and training which provides the required knowledge, skills and abilities will be considered.

Compensation

Range of \$60,823-\$88,798 / Hiring up to \$75,745 DOQ based on 40 hours per week. Excellent benefits package including health, life, long term disability insurance, sick, vacation and holiday leave.

Application Process

Application packets are available online at: www.newtongov.org under "I WANT TO --- "Apply" ---- "City Employment"

Applications must be submitted by midnight on November 09, 2025. EO//AA Employer EEO. Contact Katrina Davis at 641-791-0807 with any questions.

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