INFORMATION TECHNOLOGY SPECIALIST

DEFINITION

Under general supervision, performs a variety of technical duties in the Support Services program area of the Information Technology Division; assists with the maintenance and administration of the day-to-day operations of the City-wide network; provides technical support to City departments related to a variety of computer hardware, peripherals, and software applications; manages user accounts and user access to network resources; provides technology training to department users; works with vendors to resolve hardware and software issues; assists Application Services staff with daily business and enterprise application administration and support; assists Infrastructure Services staff with daily network and server administration and support; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel and may receive technical and functional direction from the Senior Information Technology Specialist. May provide technical and functional direction to vendors and/or contract staff.

CLASS CHARACTERISTICS

This is the journey-level classification in the Information Technology Specialist class series responsible for performing specialized functions associated with the City's information systems. Responsibilities include technical support, troubleshooting hardware and software issues, assuring the security of personal computers, and assisting with the implementation of new software and/or hardware, and the overall maintenance of user accounts. Positions at this level are distinguished by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from the Senior Information Technology Specialist in that the latter is the advanced journey-level classification responsible for providing lead direction and overseeing the City's help desk which includes reviewing, prioritizing, assigning, and scheduling work.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Reviews and tracks help desk tickets; coordinates work with end users and/or managers to ensure that customer needs are met; maintains records of work completed and resolutions.

- Coordinates and provides technical support over the telephone, through email, remotely, and/or in person to City personnel; troubleshoots and solves software, hardware, telecommunications, and network problems.
- Tests, installs, troubleshoots, supports, and maintains desktop hardware and operating systems, software, multifunction printers, networking, and audio/visual equipment; Performs diagnostic testing; analyzes root causes of problems and develops long-term solutions; identifies and reports network problems to the proper network areas.
- Creates and manages PC images; manages and executes the installation of upgrades and system patches.
- Performs routine component replacements and upgrades as required.
- Provides one-on-one training pertaining to the use of standard applications, equipment, and/or systems, such as audio/video equipment, telecommunication equipment and systems, personal and laptop computers, mobile devices, and general office software.
- Provides first-level assistance to customers; verifies the location of the problem, determines the nature of the issue, resolves issue, or refers to higher level staff if necessary.
- Ensures that new and upgraded systems work effectively with current systems and programs; determines and documents proper installation parameters for software and hardware in order to ensure smooth integration, transition, and efficiency.
- Creates user IDs, modifies user profiles, resets passwords, maintains email accounts and distribution lists, and performs regular file maintenance; sets up user access permissions consistent with City policies and procedures; documents changes and revisions.
- Creates and maintains technical documentation and standard operating procedures.
- Provides technical and functional direction to vendors and/or contract staff during the construction, maintenance, and implementation of assigned information systems projects to ensure project requirements are met.
- Informs management of existing or potential problems; documents and tracks results; communicates with higher-level staff regarding documentation, testing, and scheduling concerns; communicates installation, production, and/or testing problems to users and keeps them apprised of schedule changes.
- Assists with system moves, additions, and changes; reviews installation sites and plans.
- Performs duties related to asset management of hardware and software related to area of assignment.
- Serves on project teams to provide technical assistance.
- Maintains knowledge related to technical advances in desktop hardware and software equipment utilized by the City as well as industry advancements and trends.
- Researches and evaluates various hardware and software technologies; assists with the analysis and recommendation of hardware/software solutions.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:
- Basic computer hardware and software related to area of assignment.

- Basic operational characteristics of technology related to area of assignment such as computers, mobile devices, audiovisual, network, and communication systems.
- Basic methods, tools, and techniques of testing, troubleshooting, problem-solving, and maintaining hardware and software related to computers, mobile devices, audio visual, network, and communication systems.
- Principles, procedures, and practices of information systems maintenance and operations.
- Methods and techniques of eliciting information, conducting research, and performing diagnostic procedures on technology systems.
- Industry best practices of information technology management and control.
- Methods and techniques of delivering training on City-wide software applications.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:
- Perform information technology hardware and software customer support duties.
- Troubleshoot problems related to area of assignment such as computers, mobile devices, audio visual, network, and communication systems; identify and locate the source of the problem, diagnose the problem, and develop logical, reliable solutions, and initiate corrective actions.
- Write procedures and documentation for problems, solutions, and standards.
- Track service requests and troubleshoot reports to ensure problems are resolved.
- Communicate technical issues to individuals with varying degrees of information technology knowledge.
- Utilize appropriate safety procedures and practices for assigned duties.
- Configure and troubleshoot network hardware, communications equipment and operating systems, and personal computers and peripheral equipment.
- Install and optimize network client software and personal computer software.
- Read, interpret, understand, and apply complex technical publications, computer and network manuals, and other related documents.
- Draw logical conclusions and make appropriate recommendations.

- Observe, identify, and solve problems related to computer and network operations and procedures.
- Understand, interpret, and explain division policies and procedures.
- Maintain records and prepare clear, complete, and concise reports.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience
A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

Equivalent to an associate degree from an accredited college in computer science or a closely related field;

AND

Two (2) years of increasingly responsible experience working with networks and personal computers.

Licenses and Certifications
- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

PHYSICAL DEMANDS
Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 50 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS
Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS
Employees may be required to work evenings, weekends, and holidays, as well as participate in afterhours on-call assignments.

All City of Rocklin employees are designated as Disaster Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted	June 2007
Revised	October 2019, November 2021
FLSA	Non-Exempt
Salary Schedule	AFSCME/Range 31