

INFORMATION TECHNOLOGY SPECIALIST

DEFINITION

Under general supervision, performs a variety of technical duties in support of the City's information technology division; assists in the maintenance and administration of the day-to-day operations of the City-wide network; provides technical and non-technical support for mini-computer equipment and related networks; provides training and technical assistance to users as needed; provides operational support of the computer network and computer system; troubleshoots hardware and software problems; installs hardware equipment and software applications; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Technical Support Supervisor. No direct supervision is exercised.

CLASS CHARACTERISTICS

This journey-level classification performs specialized functions associated with the City's information and telecommunication systems. Responsibilities include technical desktop support, troubleshooting hardware and software applications, assuring the security of City personal computers by searching for and eliminating viruses, ad-ware, spy-ware, etc., assisting in the implementation of new software and/or hardware, and the overall maintenance of user accounts. Activities require a high degree of skill, judgment, and responsibility. Assignments may be flexible but within the design and procedural framework established by higher-level classes. This class is distinguished from higher-level information technology classes in that the latter are professional-level classes, have higher technical responsibilities, and require a four-year college degree.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides maintenance support and repairs on mini-computer systems and network servers; installs operating system upgrades; configures system software; monitors hardware and software performance; maintains a current backup of all system information; builds and assembles personal computers.
- Reviews, plans, installs, and maintains network hardware and operating system software on computer network; assists with network design and strategic planning.
- Installs, configures, and maintains network servers and network resources including routers, controllers, switches, printers, and network disc space.
- Configures and maintains system equipment and resources.

- Configures, documents and distributes new equipment and software to users.
- Maintains records, including a complete and current inventory of all computer equipment, data communication equipment and network software versions.
- Assists in providing user training for equipment and software within scope of network operations.
- Researches and evaluates various hardware and software technologies; assists with analysis and recommendation of hardware/software solutions.
- Monitors all new technologies in support of various systems currently in operation on a continuous basis.
- Maintains knowledge of current technology advancements and trends.
- Analyzes system failures, notifies appropriate personnel, and takes appropriate action.
- Assists in troubleshooting technical problems reported, including software, hardware, communication, or network-related problems with end users; independently resolves routine problems; recognizes problems which require a higher level of expertise and refers them to appropriate personnel.
- Responds to Help Desk requests from City staff and prioritizes response.
- Assists in the establishment of operational controls to ensure accuracy of data processed; assists in the development of operational procedures manuals for the new systems prior to implementation and periodic updates while the systems are in production.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, procedures, and practices of information systems maintenance and operations.
- Principles and procedures of technical documentation.
- Computer logic and mathematics.
- Computer equipment maintenance procedures, hardware configurations, and operating principles; hardware components including, but not limited to, CPUs, disk drives, internal memory, video displays, printers, and local area networks.
- Network and personal computer operations, terminals, printers, modems, and communications equipment; networks and network operating systems; network topologies and software.
- Computer software applications, including word-processing, spreadsheet, database, and graphics applications.
- Computer and peripheral equipment maintenance methods and procedures.
- Modern office practices, methods, and equipment.
- Principles and procedures of record keeping.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Skill in:

- Configuring and troubleshooting network hardware, communications equipment and operating systems, and personal computer and peripheral equipment.
- Installing and optimizing network client software and personal computer software.
- Applying new technologies.
- Comprehending personal computer and network manuals.
- Reading, interpreting, and applying complex technical publications, manuals, and other documents.
- Drawing logical conclusions and making appropriate recommendations.
- Observing, identifying, and solving problems related to computer and network operations and procedures.
- Understanding, interpreting, and explaining division policies and procedures.
- Explaining operations and solving computer issues for coworkers.
- Maintaining records and preparing clear, complete, and concise reports.
- Organizing own work, setting priorities and meeting critical time deadlines.
- Operating modern office equipment including computer equipment and software programs.
- Using tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Using English effectively to communicate in person, over the telephone and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from an accredited college in computer science or a closely related field and five (5) years increasingly responsible experience working with networks and personal computers.

License:

- Valid California class C driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification often bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 50 pounds, and may move heavy and/or awkward objects to gain access to computer networks.

ENVIRONMENTAL ELEMENTS

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 staff and/or public representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to work various shifts on evenings, weekends and holidays. Participates in after-hours on-call assignments.

FLSA STATUS: Non-exempt