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SENIOR INFORMATION TECHNOLOGY SPECIALIST
Salary Range: 35 (Public Service Employees)

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DEFINITION

Under general supervision provides lead direction to Information Technology Specialists responsible for performing a variety of technical duties in support of the City's information technology and telecommunication systems; manages the help desk; sets priorities, assigns, directs, and reviews the work of assigned staff on a project and/or day-to-day basis; performs routine to complex work related to information technology and telecommunication systems; and performs duties requiring specialized knowledge.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey leadworker class in the Information Technology Specialist series. Incumbents are expected to perform the full range of duties assigned with minimal supervision. This class is distinguished from the Information Technology Specialist in that the former is the advanced journey level leadworker class responsible for providing lead direction to IT Specialists and overseeing the City's help desk, including reviewing, prioritizing, assigning, and scheduling work.

SUPERVISION EXERCISED AND RECEIVED

Incumbents report to supervisory or management personnel, and may exercise technical and function direction over clerical staff.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

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

- Provides technical and functional direction to assigned Information Technology Specialist personnel; reviews and controls quality of work.
- Manages the help desk, including reviewing, prioritizing, assigning, scheduling, and handling tickets.
- Trains and instructs employees in proper work methods.
- Assists in developing work plans, procedures, and schedules to ensure assignments are completed in a timely and efficient manner.
- Participates in evaluating the activities of staff, recommending improvements and modifications.
- Orders supplies and equipment for projects; maintains records of purchase orders; may assist in developing budget figures for division.
- 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.
- 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 related or other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:
- Basic principles of being a leadworker and training
- 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.

Ability to:
- Plan, schedule, assign, and oversee the activities of assigned staff
- Identify and implement an effective course of action to complete assigned work.
- Inspect the work of others and maintain established quality control standards.
- Train others in proper and safe work procedures.
- Perform a variety of specialized technical tasks in the installation, maintenance and repair of information technology and telecommunication systems.
- Configure and troubleshoot network hardware, communications equipment and operating systems, and personal computer and peripheral equipment.
- Install and optimize network client software and personal computer software.
- Apply new technologies.
- Comprehend personal computer and network manuals.
- Read, interpret, and apply complex technical publications, manuals, and other 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.
- Explain operations and solve computer issues for coworkers.
- Maintain records and prepare clear, complete, and concise reports.
- Organize own work, setting priorities and meeting critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Use English effectively to communicate in person, over the telephone and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Utilize discretion in the handling and disclosure of confidential information
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials
- Learn the functions of various City departments and divisions
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications:

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, information technology, electronics, or a closely related field and either two years of experience working as an Information Technology Specialist for the City of Rocklin, **or** five (5) years of increasingly responsible computer system support experience working with networks and personal computers.

GENERAL QUALIFICATIONS

License Requirements:
A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements:
The incumbent appointed to this class must be physically able to perform the duties of this position, including the mobility to work in a standard office setting and use standard office equipment, including a computer; the ability 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; hearing and speech to communicate in person, before groups and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment; ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 50 pounds; may move heavy and/or awkward objects to gain access to computer networks.

Working Conditions:
Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends and holidays, and participates in afterhours on-call assignments.