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INFORMATION TECHNOLOGY SPECIALIST

DEFINITION

Under general supervision, performs a variety of technical duties in support of the City's management information system; provides technical desktop support to users; troubleshoots hardware and software problems associated with the City's computers, telecommunication and security systems, and related equipment; installs hardware equipment and software applications; performs network back-ups; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; performs database administration; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision by the Information Technology Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a journey-level technical class in the Information Technology series that performs a wide variety of technical support duties related to the City's management information, computer, telecommunications, and security systems and related equipment. Responsibilities include troubleshooting hardware and software applications, assuring the security of City personal computers, assisting in the implementation of new software and/or hardware, and the overall maintenance of user accounts. This class is distinguished from Network Administrator in that the latter is a professional-level class, has higher-level technical and administration responsibilities, and requires a four-year degree.

EXAMPLES OF ESSENTIAL 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.

- Moves and sets up workstations; supplies same with computer terminal, data connection, and telephone; builds personal computer systems from parts; installs desktop equipment, software, and network operating systems; installs emulation software and wiring connections to the City's network; installs, maintains, and troubleshoots voice connections, cabling, instruments and switches; tests and certifies each installed connection, including cellular phones, personal digital assistants, and pagers; works with various vendors to support these systems.
- Services existing electronic equipment requiring repair or complex preventive maintenance; performs scheduled upgrades to existing personal computer systems.
- Evaluates wiring needs of new offices and office remodeling; advises contractors of desired wiring configuration.
- Evaluates and diagnoses computer hardware and software problems associated with the City's computers and related equipment; performs diagnostic testing; repairs equipment.
- Installs and supports new hardware and new and/or upgraded versions of software applications.

- Performs routine tasks of local area network (LAN) and wide area network (WAN) administration; establishes a computer maintenance schedule.
- Communicates and interfaces with end users; instructs end users concerning computer systems and software applications.
- Builds, configures, and implements application servers; performs systems backup for servers.
- Assists users with operational questions or problems, and in the use of computer software applications related to specific departmental activities; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to department computer systems and databases.
- Researches, analyzes, designs and implements changes to departmental databases and other programs; assists users in LAN and WAN procedures and programs, and in efficiently accessing network resources.
- Serves as a technical resource for maintaining, enhancing, and upgrading the department's current and long-term computer system operations.
- Develops, tests, modifies, and implements report writing applications for departmental use; researches and compiles database information related to department operations.
- Researches and tests available computer products, analyzing the relevance of different types of software to department functions and requirements.
- Coordinates with other Information Technology staff to resolve problems with system applications; works with software providers to accomplish specific maintenance and modifications.
- Represents the department at conferences on specialized topics, and at meetings with appropriate vendors.
- Provides security authorization for application access and coordinates security maintenance on department computer systems with the Information Technology Manager and WAN administrators or technical support staff.
- Administers servers and databases; develops, maintains, and modifies size and functionalities to optimize performance; maintains the backup system for the City's data.
- Administers the City's badge cardlock security system.
- Researches, evaluates, and purchases computer equipment and supplies.
- Orders and maintains inventory, tracks and receives a variety of computer systems and telecommunications equipment, software applications supplies, training materials, and related needs adhering to established purchasing policies.
- Enforces information technology operational policies and procedures.
- Maintains and modifies databases, records, and websites.
- Issues hardware equipment and computer literature for checkout.
- Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Applications and functions of computer hardware, software, and peripheral devices.
- Operational characteristics, services, and activities of an Information Technology program.
- Theory and design of Information Technology.
- Principles of database management and systems development.
- Netware, Windows, and Unix operating systems; local area network (LAN) and wide area network (WAN) design, operations, and support, such as printers, modems, scanners, CD ROM's, routers, switches, and other network devices and various applications.
- Computer and peripheral equipment maintenance methods and procedures.
- Computer applications related to the work.

- Modern office practices, methods, and equipment.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Analyze, diagnose, and troubleshoot information technology networks, servers, and systems and workstation hardware and software using logic to solve problems.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Analyze and evaluate data, formulate proposals, and implement computer system plans.
- Establish and maintain a computer maintenance schedule.
- Write system procedures.
- Learn to use new and existing software and hardware.
- Use word processing, spreadsheet, and graphics programs.
- Present effective training programs and train users in the application and use of computer hardware and software.
- Compose clear and concise correspondence and reports.
- Understand and follow oral and written instructions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious 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 the completion of the twelfth (12th) grade supplemented by college-level coursework or specialized training in computer science, data processing, or a related field and three (3) years of responsible experience in personal computer system installation and support.

Licenses and Certifications:

- Possession of a valid 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 and meeting sites; 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 is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

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 and private representatives in interpreting and enforcing departmental policies and procedures.