

INFORMATION TECHNOLOGY SPECIALIST

Salary Range: 31 (Public Service Salary Schedule)

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; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This journey-level classification performs specialized functions associated with the City's information systems. Responsibilities include technical desktop support, troubleshooting hardware and software applications, assuring the security of personal computers, and assisting with 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 the Senior Information Technology Specialist in that the latter is the advanced journey-level leadworker responsible for providing lead direction to IT Specialists and overseeing the City's help desk which includes reviewing, prioritizing, assigning, and scheduling work.

SUPERVISION RECEIVED AND EXERCISED

Incumbents receive general supervision from the Senior Information Technology Analyst or designee, and provide technical and functional direction to vendors and/or contract staff.

ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES

- Reviews and tracks help desk requests; 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 standard software, hardware, voice network, telecommunications, and network problems.
- Tests, installs, troubleshoots, and maintains desktop hardware and software such as desktop computers, laptops, tablets, and related peripherals, software applications, multifunction printers, networking and audio/visual equipment.
- Supports and troubleshoots desktop operating systems; 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; installs, upgrades, and maintains computer workstation hardware, peripherals, mobile devices and associated software; 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 issues, 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.
- Provides technical and functional direction to vendors and/or contract staff during the construction, maintenance, an 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.
- Builds and maintains positive working relationships with co-workers, other City employees, and the public using principles of good customer service.
- Keeps current on technical advances in desktop hardware and software related to equipment utilized by the City.
- Researches and evaluates various hardware and software technologies; assists with the analysis and recommendation of hardware/software solutions.
- Maintains knowledge of current technology advancements and trends.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Basic computer hardware and software related to area of assignment
- Basic operational characteristics of technology related to area of assignment such as for 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

Ability to:

- Perform information technology hardware and software customer support duties
- Learn to troubleshoot problems related to area of assignment such as to 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
- Learn to 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
- Use sound judgment in recognizing scope of authority
- Utilize appropriate safety procedures and practices for assigned duties
- Communicate effectively orally and in writing
- Establish and maintain effective, cooperative, and collaborative working relationships with others
- 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
- Apply new technologies
- Read, interpret, understand, and apply complex technical publications, computer and network 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
- Maintain records and prepare clear, complete, and concise reports
- Organize own work, set priorities and meet 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.
- Meet the physical requirement 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 or a closely related field and five (5) years increasingly responsible 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

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.

Working Conditions

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

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.

Adopted: June 2007

Revised: September 2019