



IT SPECIALIST SENIOR IT SPECIALIST

AGENCY/DEPARTMENT:

Administrative Services/Information Technology

Approved By HR Director:

Linda Matthews

Date Approved: 12/21/06

Date of Last Revision: 04/28/2005

Reports to: IT Operations Manager

Supervises: N/A

JOB SUMMARY: Under general direction, performs a wide range of work assignments supporting citywide information technology systems; maintains, troubleshoots, and repairs computer systems, hardware, and computer peripherals; and performs other related work as necessary.

DISTINGUISHING CHARACTERISTICS: The IT Specialist is characterized by journey level performance in a variety of information technology operations and technical support assignments. The Senior IT Specialist performs work at the advanced journey level and is responsible for independent management of projects involving systems of greater size, complexity, and variety.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Responds to user help desk requests; provides user technical support.
2. Troubleshoots problems with software, personal computers (PCs), printers and peripherals.
3. Dispatches problems to appropriate sources for resolution when appropriate.
4. Installs, configures, tests, maintains, and updates computers hardware, software and network equipment (e.g., fax server, terminal server, and remote access server).
5. Manages user accounts and assists with system network administration and security.
6. Supports and maintains user account information including rights, security, and systems groups.
7. Provides instruction and training in the operation of computer equipment and software applications.
8. Documents, maintains, upgrades, and replaces hardware and software systems.
9. Maintains service request records and knowledge base.
10. Participates in the identification and evaluation of hardware and software requirements.
11. Participates in the inventory of hardware and software.
12. Assists in monitoring systems activity and performance.
13. Assists in conducting systems and database backups.

SENIOR IT SPECIALIST

IN ADDITION TO THE ABOVE, FUNCTIONS MAY ALSO INCLUDE:

14. Assists IT staff and users in resolving complex computer, hardware, software, and peripheral problems.
15. Monitors performance of computer servers and business networks; investigates, troubleshoots and repairs problems.
16. Evaluates system requirements, applications capabilities, and database configurations; tests new hardware, software, and peripherals technologies in pilot environment.
17. Oversees projects; prepares and maintains project documentation.
18. Liaisons with other City departments, outside agencies, vendors and consultants.

19. Maintains and supports daily scheduled systems and database backups.
20. Conducts research; identifies improvements and enhancements to current system based upon types of problems encountered and user comments.
21. Performs routine network maintenance.
22. Provides technical expertise support to lower level staff; allocates work ticket assignments.
23. May coordinate special projects, such as wiring reconstruction and other projects.

QUALIFICATION GUIDELINES:

ANY COMBINATION OF EDUCATION AND/OR EXPERIENCE THAT PROVIDES THE REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION. A TYPICAL COMBINATION INCLUDES:

EDUCATION: High school diploma or recognized equivalent.

EXPERIENCE: Two years working in the information technology field with emphasis in technical support.

KNOWLEDGE OF:

- PC hardware, LAN, WAN, backup software and hardware, and Storage Area Networks (SAN).
- Operation and maintenance of PC hardware and application software.
- Cisco routers, switches, Virtual Private Networks (VPN), Network Interface and Wireless Access Point, and network security.
- Principles and practices of technical support and customer service.
- Computer operating systems including but not limited to Microsoft, Linux and Unix.

ABILITY TO:

- Operate a variety of computer hardware and software including but not limited to desktops, laptops, PocketPC, Mobile Data Computers (MDC), printers, print servers, IP Telephony, Microsoft Windows and Microsoft Office Suite.
- Understand and operate a variety of implemented applications used by the city such as: Permit's Plus, CityView, CityWorks, PeopleSoft, Oracle, Computer Aided Dispatch / Records Management System, SunPro, and Mobile Data Software (MDS).
- Diagnose technical problems and determine appropriate action.
- Handle sensitive or confidential information with discretion.
- Effectively train others.
- Interact and communicate effectively both orally and in writing.
- Establish, maintain, and foster positive, harmonious and effective working relationships.

LICENSES:

- Valid Class C CA driver license.
- Acceptable driving record at the time of appointment and throughout employment.

CERTIFICATIONS:

SPECIAL REQUIREMENTS:

- Positions in this class are required to be available for rotating 24-hour on call assignments.

DESIRABLE:

- Bachelor's degree from an accredited college or university with major coursework in computer science, information technology or a related field.
 - Technical certification or coursework in PC hardware design and configuration, local and wide area network administration, and software and operating systems.
 - Experience or working knowledge of municipal or other government operations.
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SENIOR IT SPECIALIST

EDUCATION: High school diploma or recognized equivalent supplemented by college level coursework or equivalent technical training in Information Technology or closely related field.

EXPERIENCE: Two years of desktop and network administration experience.

IN ADDITION TO THE REQUIREMENTS OF THE IT SPECIALIST, THE SENIOR IT SPECIALIST REQUIRES

KNOWLEDGE OF:

- Personal computer hardware architecture and principles and mechanics of PC, LAN and WAN networks.
- Network backup software and hardware.
- Windows XP, 2000, Oracle, SQL Server, TCP/IP protocols, and a variety of software programs.
- Word processing, spreadsheet, and database programs; software set-up, applications and trouble-shooting procedures.
- System protocols.

ABILITY TO:

- Diagnose complex technical problems; determine and implement appropriate action.
 - Coordinate, implement, and prioritize complex projects while meeting schedules and time lines.
 - Prioritize responses to problems given system and user impacts.
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FLSA Exemption Status: Non-Exempt

Employee Unit: # 1, Confidential

DOT Program Participant:

Job Family: Information Technology

Class Progression: Information Technology Specialist
Senior Information Technology Specialist
Senior Systems Analyst

Date Class Established: