Summary
Provide a variety of difficult to complex tasks related to information systems and communications functions. Provide consultation to departments to identify information management needs. Research and recommend standards and procedures for applying computer technology. Install, configure, and troubleshoot networked applications and systems.

Class Characteristics
General supervision is provided by the Information Technology Manager. This position may provide day-to-day technical direction to Information Technology Specialist I personnel; responsibilities may include the indirect supervision of support staff.

This is the journey-level class in the Information Specialist series. An incumbent hired as an Information Specialist II is expected to be knowledgeable in and perform the full range of duties. This class is distinguished from the Information Specialist III by the latter’s more advanced skill level, complex installation, diagnostic and maintenance duties, and by regularly providing direction to other technical staff.

Essential Duties, Skills, and Demands of the Position
The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:
Install, troubleshoot, and perform minor repairs and reconfiguration of network devices such as routers, switches, and firewalls with minor direction.

Assist in projects assigned including equipment moves, change in departmental software or hardware, network systems and/or operating systems changes; coordinate or establish schedules, standards, and goals between various departmental and outside contacts.

Test desktop computer configurations for incorporation into standards.

Install computer work stations, servers, printers and peripherals, maintain records and logs, perform system backups.

Install, configure troubleshoot commodity (off the shelf) software products.

Respond to computer disruptions and failures.

Schedule vendor maintenance and repair activities.

Perform software reloads and upgrades for desktop computer systems.

Perform system backups and restores on workstations and servers for Unix and Windows platforms.

Provide user support to internal and external-users regarding operational, system, equipment and software questions and problems, implement system-wide security measures, perform preliminary diagnosis of hardware problems.
Assist City departments in determining computerized information system needs for single user applications.

Perform related duties as assigned.

Skills/Abilities:
Install, configure, troubleshoot and operate various computer equipment, peripherals and standard office equipment, including but not limited to desktop computers, servers, routers, hubs, switches, audio/visual equipment, telephone equipment and accessories, mobile computing (vehicular) systems and wireless access devices.

Develop and implement procedures for effective installation and maintenance of networked applications and equipment.

Assist users in determining computerized information system needs, organize, prioritize, and coordinate workload activities.

Use initiative and sound independent judgment within established guidelines.

Maintain accurate logs and records.

Troubleshoot network devices and computer hardware and software to resolve problems.

Communicate effectively both verbally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:
While performing the duties of this job, the employee is regularly required to sit at a desk for long periods of time; intermittently stand, bend, squat, climb, kneel, and twist while working on computer equipment, peripherals, and other ancillary equipment; climb ladders; climb under desks; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use various hand tools and testing equipment in repair, adjustment, or problem identification of computers and related equipment; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less. The employee frequently (daily) works with use of vehicle. The employee is occasionally exposed to fumes or airborne particles. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications
Knowledge of:
Principles and operations of management information systems and peripheral equipment (computers, networks, phones, internet, software and hardware applications, cabling printers, routers, data lines and modems, etc.).

Operation of computer equipment, networked systems, related peripherals and software applicable operating environments, commands, operating systems, structures, backup and restore procedures, requirements, and procedures for set up.

Microsoft Active Directory protocols, maintenance practices and procedures; Cisco wireless systems, switch, and router protocols, installation and maintenance practices and procedures.

Microsoft Office product suite.
Education and Experience
Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:
Equivalent to graduation from high school and two years of completed college level coursework in computer science or a closely related field.

Experience:
Two years of progressively responsible experience in a computer environment performing duties equivalent to the Information Technology Specialist I, including the use of personal computers, networking, and server maintenance.

Other Requirements:
Possession of a valid California Class C driver’s license.

Manufacturer’s certification in Cisco networking, Microsoft enterprise products (server, MS Office) is highly desirable.

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