



Information Technology Specialist I

Summary

Provide a variety of routine to difficult tasks related to information and telecommunication systems, including installation, configuration, repair, and maintenance; perform work on single-user computers, printers, and workstations and provide help desk support.

Class Characteristics

Supervision is provided by a higher-level supervisor or manager.

This is the entry-level class of the Information Specialist series. Incumbents work under close supervision and learn practices and procedures. Assignments are generally routine or closely related within a framework of established procedures. As incumbents gain experience, they will be expected to work more independently on assignments that are more complex. This class is distinguished from the Information Specialist II by the level of independent actions.

This class is alternately staffed with Information Technology Specialist II and incumbents may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications for the higher-level class.

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:

Log and respond to help-desk requests for information and technical assistance from a variety of sources, including other City departments and outside agencies; assist users in resolving operational problems such as hardware and software malfunctions; assist in implementation of information systems.

Read hardware and software documentation for the purpose of carrying out core assignments and assisting users with identifying or solving problems; as assigned, prepare drafts of procedural and other documentation and input for review and comment.

Inventory computer equipment and maintain computerized inventory system; order and maintain computer supplies.

Install computer workstations, printers, and peripherals.

Maintain records and logs.

Install, configure, and troubleshoot general application software products.

Maintain, configure, and deploy security cameras.

Order, configure, and troubleshoot cell phones.

As assigned, serve as liaison with relevant users or user groups and assist with determining user needs.

Test desktop computer configurations for incorporation into standards.

Perform regular maintenance functions to assure maximum performance and reliability; perform software reloads and upgrades for desktop computer systems.

Schedule vendor maintenance and repair activities.

Assist in instructing City staff in the use of standard business and administrative software, including word processing, spreadsheets, and database management; provide instruction as necessary.

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, switches, audio/visual equipment, telephone equipment and accessories, and wireless access client devices.

Develop and implement procedures for effective installation and maintenance of data processing applications and computer equipment.

Assist users in determining computerized information system needs.

Organize, prioritize, and coordinate workload activities.

Identify and analyze computer and network administration problems and take appropriate corrective action within established guidelines.

Assist in establishing standards for personal computer system resources; analyze and evaluate software and hardware products and upgrades.

Install, monitor, modify, and maintain system hardware and software; assist in preparing complex computer programs for business applications.

Maintain accurate logs and records.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally 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. 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, including computers, networks, phones, internet, software and hardware applications, cabling printers, routers, and data lines.

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.

Office management practices and procedures, including filing and the operation of standard office equipment, including networked copiers and audio/video systems.

Windows-based computer workstations and Windows use, configuration, installation, and maintenance.

Basic Microsoft Active Directory protocols and maintenance practices and procedures, including installation and maintenance practices and procedures.

Microsoft Office suite and the use of applications to assist users and provide advanced troubleshooting.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

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, supplemented by two years of college level course work in computer science or a related field.

Experience:

One year of progressively responsible experience in an environment involving computer operation, including support for personal computers, networking, and server maintenance.

Certifications/Licenses:

Possession of a valid California Class C driver's license.

Possession of a manufacturer's certification in networking and Microsoft enterprise products (server, MS Office) is desirable.

Additional Requirements:

Must be available to work outside normal working hours when necessary.

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