



## Information Technology Specialist II

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### 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; provide feedback and consultation with teams and departments throughout the organization, identifying information systems needs, goals, immediate maintenance tasks and long-term requirements, as assigned.

### Class Characteristics

General supervision is provided by a higher-level supervisor or manager; responsibilities may include the indirect supervision of technical and/or support staff, project management, setting and meeting team and individual goals, as assigned; incumbents may provide day-to-day technical direction to Information Technology Specialist I.

This is the journey-level class of the Information Specialist series. Incumbents are 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 repairs, reconfiguration, and replacement of network devices such as routers, switches, phones, firewalls with minor direction; perform fiber moves and network modifications.

Independently identify, troubleshoot, maintain, repair, configure and deploy cloud and on-premise network services and devices including firewalls, routers, switches, VoIP infrastructure and other vendor-supported network appliances.

Assist in projects assigned, including equipment moves, design changes to the network and server infrastructure, change in departmental software or hardware, network systems and/or operating systems changes, planning, developing and deploying new systems components and services in collaboration with other departments and standard operational maintenance including appliance, software and hardware upgrades; coordinate or establish schedules, standards, and goals between various departmental and outside contacts.

Test desktop computer configurations for incorporation into standards.

Install computer workstations, servers, printers, and peripherals; erase data on servers and workstations, as needed; maintain records and logs; perform system backups.

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

Respond to computer disruptions and failures.

Schedule vendor maintenance and repair activities; administer licensing standards and compliance with software and hardware vendors.

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.

Establish and maintain Microsoft Active Directory.

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

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, 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 within established guidelines.

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

Assist in planning and investigating new technology for software, hardware, and modifications to information technology practices.

Self-start and manage projects, including multi-departmental systems initiatives as assigned.

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. 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 information technology 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.

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

Multiple and additional generations of infrastructure, including VMWare and Windows server management.

Principles and practices of new technology implementation.

Principles and practices of network design.

Practices of request support, prioritization, escalation, and communication.

Security cameras and data management of video storage.

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:**

Two years of progressively responsible experience in an environment involving computer operation performing duties equivalent to Information Technology Specialist I with the City of Petaluma, including support for personal computers, networking, and server maintenance.

Mastery of intermediate network and systems design, maintenance and deployment.

Certifications/Licenses:

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

Possession of a manufacturer's certification in Cisco 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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