



Information Technology Specialist III

Summary

Provide a variety of complex technical management and support of network systems; plan, design, and implement interdepartmental information systems; provide consultation to departments to identify information management needs; install, configure, and troubleshoot networked applications and systems; perform project management tasks for stand-alone department applications or on IT sponsored projects, as needed.

Class Characteristics

Direction is provided by a higher-level supervisor or manager; responsibilities may include the direct supervision of technical and support staff.

This is the advanced-journey level class of the Information Specialist series. Incumbents perform independently within established guidelines.

This class is distinguished from the Information Specialist II by its advanced journey level skills, complex installation, design, 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:

Plan, design, and implement interdepartmental information systems.

Meet with departments to determine system functions and desired results; analyze departments' system and program problems and change in requirements; identify and recommend software and/or hardware modifications and upgrades; perform or oversee any enhancements or modifications.

Work closely with key user contacts and managers to identify and provide for computer needs.

Assist in the long-range strategic planning of LAN and WAN systems for the City; participate in the development of system policies and procedures.

Set standards and develop guidelines to ensure compliance for program documentation.

Analyze and evaluate vendor supplied software and hardware products; recommend new or replacement products; coordinate the acquisition, installation, and application of vendor products; evaluate and monitor hardware and software support contracts.

Implement, evaluate, monitor, and maintain appropriate security systems and procedures.

Assess the need for, create, and implement configuration changes in network devices, including switches, routers, firewalls, and network servers to maintain system security and optimum operation.

Install, configure, troubleshoot, and repair desktop computers to department standards; participate in standards development; maintain desktop configuration control; install and configure standalone and networked printers, scanners, and wireless bridges and networks.

Install, troubleshoot, and perform repairs, reconfiguration, and replacement of network devices such as routers, switches, phones, cameras, and firewalls.

Test desktop computer configurations for incorporation into standards.

Install computer workstations, servers, printers, and peripherals; maintains records and logs; perform system backups.

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

Perform related duties as assigned.

Skills/Abilities:

Analyze work papers, reports, and special projects; identify and interpret technical and numerical information.

Observe and problem-solve operational and technical policy and procedural issues; interpret and explain technical concepts to less knowledgeable individuals.

In the scale of interdepartmental systems, identify and conceptualize user information needs; evaluate existing system software/hardware capabilities relative to those needs; implement changes/adjustments or make recommendations as appropriate.

Identify, analyze, and assess computer and network administration problems and take appropriate corrective action; coordinate the corrective actions of other IT staff.

Establish standards for personal computer system resources; analyze and evaluate software and hardware products and upgrades.

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

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 methods of systems analysis.

Hardware and software life cycles.

Uses and limitations of information technology systems.

Current trends and developments in information technology systems.

Operating systems and software packages, including Windows and Unix.

Comprehensive designs, planning deployments for, and maintenance of Cisco networking products, Cisco security products and systems, Microsoft enterprise (Server, SQL Server, Exchange) systems, and network server and storage hardware.

Selection, planning, deployment, and maintenance of enterprise-scale systems.

Principles and practices of project management and use of MS Project.

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:

A Bachelor's degree with major course work in computer science or a related field.

Experience:

Four years of progressively responsible experience in an environment involving computer operation performing network design and administration, database applications (such as SQL Server, Informix, Oracle), web-based and email-based applications, and networked computer and printers.

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) or completion of industry-specific coursework.

Additional Requirements:

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

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