

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: INFORMATION TECHNOLOGY SPECIALIST

DATE: 7/1/2019

JOB CODE: 21866

FLSA STATUS: NON-EXEMPT

UNIT REPRESENTATION: GENERAL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under general supervision, provide technical assistance to system users for computer related problems; provide support for desktop and mobile computer equipment including hardware, software, and peripheral printers and related equipment; upgrade existing hardware and software; provide technical support for server hardware and associated equipment; provide support for telecommunications systems; perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Information Technology Specialist is a journey level class in the information technology series. Incumbents provide a variety of responsible service to Department staff by assisting them in making effective use of computer hardware, standard and specialized software, peripheral equipment, devices, and other technology tools to meet Department operating, business, and public service requirements. Incumbents are fully aware of the operation procedures and policies of the work unit. This class is distinguished from a Senior Technology Specialist in that incumbents in the Senior classification perform the more complex system administration and operations support functions including implementation of IT operational software. Supervision and direction is received from higher level Information Technology staff. Incumbents do not exercise supervision.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and City and Department staff;
- Display and maintain a positive attitude toward City and Department goals;
- Receive requests for assistance on all desktop and computer-related problems, including hardware, software, peripherals, and related equipment; determine severity of problem and resolve or refer to appropriate staff member or vendor;
- Install, configure, test, and repair hardware, including computer workstations, printers, mobile devices and other peripheral equipment, Department PCs; physically install, test, and repair servers, other network infrastructure components and related enterprise hardware equipment and devices;

- Follow procedures to administer and maintain network equipment in order to support end user devices and perform troubleshooting procedures;
- Assist in determining needs for new equipment installation; participate in the planning, implementation, and installation of new desktop computer units or peripherals;
- Assist in performing installation and maintenance of network equipment and cabling; perform troubleshooting procedures as directed;
- Confer with information technology staff in the evaluation, selection, acquisition, and implementation of computer hardware and/or software solutions;
- Assist in performing server and network infrastructure installation and maintenance; assist in resolving network and communication problems;
- Assist users in optimizing their desktop environment; provide desktop training; assist in restoring or recovering files or corrupted data;
- Monitor and operate IBM iSeries computer system and peripheral equipment including PC emulation software, printers, disk drives, and tape drives;
- Administer Active Directory and user account changes; utilize Group Policies or other software applications to deliver applications to end user systems;
- Perform technical duties in support of information technology operations; work with vendors to diagnose and remedy telecommunications system problems;
- Monitor systems for errors and/or abnormal situations; respond to error messages, resolve issues or refer to appropriate staff member;
- Administer system backups on a routine basis; file backup tapes; maintain tape library; restore user files and directories as needed;
- Maintain and update Help Desk tickets in a timely manner; utilize Help Desk software to document steps taken and communicate status to users; document problem resolution and update knowledge base accordingly;
- Perform related duties as required.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Operating system architecture, characteristics, commands, and components applicable to Department computer platforms;
- Principles, practices, and methods of systems and network administration and maintenance, including procedures for establishing network connectivity;
- Basic theory and principles of network design;

- Information Technology principles and Best Practices;
- Methods, principles, practices, and techniques for implementing and troubleshooting and resolving technical issues;
- Methods, principles, practices, and techniques for troubleshooting and determining the cause of server, network infrastructure, computer, and PC hardware problems and device errors and failures;
- Desktop and mobile devices, including hardware and software installation, operations, and maintenance;
- Enterprise IT Operations software, including antivirus endpoint protection, computer imaging and helpdesk (work order) software;
- Standard business support software, including word processing, spreadsheet, presentation, graphics, and database management;
- Federal, state, and local laws, codes, and regulations pertaining to the use and disposal of computer hardware and software;
- Proper usage of the English language including spelling, punctuation, and grammar.

Ability to:

- Troubleshoot, diagnose, and resolve computer and mobile device hardware and software problems and failures of varying difficulty efficiently and effectively;
- Obtain accurate and complete information from customers, in person and by telephone, to identify their needs and problems and develop responses and solutions;
- Install and configure PCs, peripheral equipment, devices, and other technology tools;
- Troubleshoot routine to moderate system hardware, software, and network connectivity problems and make or recommend modifications;
- Plan, organize, and complete tasks efficiently and in accordance with Department quality standards;
- Read, understand, and interpret technical manuals, documentation, schematics, and other materials applicable to work;
- Prepare clear, concise, and accurate technology documentation, reports of work performed, and other written materials;
- Understand and follow written and oral instructions;
- Make sound, independent judgments within established guidelines;
- Communicate clearly and effectively, both orally and in writing;
- Maintain the confidentiality of highly sensitive data;
- Establish and maintain effective working relationships with Department management, staff, vendors, and others encountered in the course of work;

- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier;
- Respond to non-normal working hour emergency operational conditions.

MINIMUM QUALIFICATIONS

Education: Graduation from high school, or equivalent,

And

Associate's degree in Computer Science, Information Technology, or a closely related field.

And

Experience: Two (2) years of progressively responsible experience as an IT Technician, Specialist, or similar position.

Additional experience as described above may substitute for the required education on a year-for-year basis.

Certifications: CompTIA A+ or equivalent experience preferred.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California Driver's License. For out of state applicants, a valid Driver's License is required and a valid Class "C" California Driver's License must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office and/or field setting and operate office equipment, transport materials and supplies weighing up to 25 pounds and to travel to various locations. Must be able to see in the normal visual range, with or without correction, with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range, with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Information Technology Specialist

To: Senior Information Technology Specialist

Job Description:

BOWC Approved (with Budget):

6/16/2015

Rev:

6/25/2019

Testing Standards: App Review/Supp App Review