

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: SENIOR INFORMATION TECHNOLOGY SPECIALIST

DATE: 7/1/2019

JOB CODE: 21873

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; administer and support enterprise IT operations software; perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Senior Information Technology Specialist is an advanced journey level class in the information technology series and performs the full range of Information Technology Specialist duties under less supervision while exercising discretion and independent judgment within established guidelines. Incumbents provide a variety of responsible services 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 install, administer and maintain enterprise IT operations software, including but not limited to enterprise anti-virus software, application deployment software, backup software, mobile device software, security software, and desktop health and automation tools. Incumbents are fully aware of the operation procedures and policies of the work unit. 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, servers, network equipment and other related equipment; determine severity of problem and resolve or refer to appropriate staff member or vendor;

- Assist the Information Technology Specialist resolve escalated help desk tickets;
- Maintain documentation of data systems;
- Install, configure, test, and repair hardware, including computer workstations, printers, mobile devices, and other equipment. Install, test, and repair servers, other network infrastructure components, and related enterprise hardware equipment and devices;
- Install, administer, and maintain security software, including, but not limited to anti-virus, anti-malware software, application deployment software, patch management software, mobile device management software, and other IT operations tools;
- Assist in the utilization and administration of infrastructure appliances and programs including but not limited to anti-spam and email archiving appliances or applications;
- Follow procedures to administer and maintain servers and network equipment in order to support end user devices and perform troubleshooting procedures;
- Monitor operations and backup software, repair backup software issues and escalate more serious issues; utilize backup systems to restore files, directories, and systems;
- Schedule maintenance for systems; assist with maintenance of firewalls and routers;
- Prepare specifications and system requirements;
- Assist in determining needs for new equipment installation; participate in the planning, implementation, and installation of new desktops, peripherals, or network equipment;
- 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;
- Make recommendations for development of new procedures for desired objectives;
- Assist in performing server and network infrastructure installation and maintenance; assist in resolving network and communication problems;
- Diagnose network cabling and configuration problems;
- Monitor computer systems, networks, and applications for performance and resource utilization;
- Create on demand wired and wireless network access for various entities;
- Assist users in optimizing their desktop environment; provide desktop training; assist in restoring or recovering files or corrupted data;
- Administer Active Directory and user account changes; utilize Group Policies or other software applications to secure the desktop environment and deliver applications to end user systems;
- Perform technical duties in support of information technology operations; work with vendors in person and remotely to diagnose and remedy hardware, software, and telecommunications system problems;

- Monitor systems for errors and/or abnormal situations; respond to error messages, resolve issues or refer to appropriate staff member;
- 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;
- Principles and practices of troubleshooting and resolving technical issues;
- Enterprise IT operations software, including Active Directory, Group Policies, operations and automation software related to desktop, mobile device, and peripheral management;
- 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 device, 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 complex 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, administer, and maintain enterprise IT operations software;

- 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: Five (5) 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, MCSA or equivalent experience. MCP or Network+ 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: Senior Information Technology Specialist

To: Network and Systems Administrator

Job Description:

BOWC Approved:

6/25/2019

Testing Standards: App Review/Supp App Review