

City of Watsonville

Job Description



JOB TITLE: Information Technology Specialist I/II

DATE APPROVED: August 28, 2018

DEPARTMENT: Information Services, Library

SUPERSEDES: Microcomputer Tech

REPORTS TO: Assigned Supervisory or Management Personnel

EMPLOYEE UNIT: Clerical Technical (SEIU 521)

FLSA: Non-exempt

DEFINITION

To perform responsible technical duties related to computer hardware and software customer support and training related to an area or function of assignment; to provide project support, recommendations, deployment, automation, maintenance for new and modified systems and programs related to area of assignment; and to maintain, install, upgrade, troubleshoot, and configure desktop computers, network connectivity, integrated department systems, audio/video equipment, telecommunications and related peripherals.

DISTINGUISHING CHARACTERISTICS

Information Technology Specialist I

This is the entry level class in the Information Technology Specialist series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Information Technology Specialist I class is distinguished from the Specialist II level by the performance of less than the full range of duties assigned to the Specialist II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Information Technology Specialist II

This is the journey level classification in the Information Technology Specialist series and is distinguished from the Specialist I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the Specialist I level. Employees in this class receive only occasional supervision and are fully aware of the operating procedures and policies within the work unit.

SUPERVISION RECEIVED AND EXERCISED

Information Technology Specialist I

- Receives immediate supervision from assigned supervisory or management personnel; and may receive technical and functional supervision from higher level staff.

Information Technology Specialist II

- Receives general supervision from assigned supervisory or management personnel; and may receive technical and functional supervision from higher level staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- Provide technical support, over the telephone, through email, remotely and/or in person to City personnel; troubleshoot and resolve software, hardware, telecommunications, building security and network problems. Escalate tickets to higher level staff or vendor.
- Install, configure, troubleshoot, modify, automate, replace, upgrade and update City supported hardware, audio/visual equipment, peripherals and software as required by area of assignment.
- Provide one-on-one training pertaining to the use of standard City applications, equipment and/or systems; such as audio/video equipment, telecommunications, building security system, personal computers, laptops, mobile devices.
- Create user IDs, reset passwords.
- Plan and maintain assigned project schedules and work requests; monitor, coordinate and report project status and problems.
- Adhere to City standards for network and system hardware and software.
- Perform administrative duties related to asset management of hardware and software related to area of assignment.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Perform related duties as assigned.

IN ADDITION TO THE DUTIES ABOVE, IT SPECIALIST II MAY PERFORM:

- System administration, development, and deployment of integrated department systems and modules.

- Ensure that new and upgraded systems work effectively with current systems and programs; determine and document proper installation parameters for software and hardware in order to ensure smooth integration, transition and efficiency.
- Create user IDs, modify user profiles, reset passwords, maintain email accounts, email distribution lists, building security access, and perform regular file maintenance; set up user access permissions consistent with City policies and procedures; document changes and revisions.
- Provide technical and functional supervision of vendors and contract staff during the construction, maintenance and implementation of assigned information technology projects.

When assigned to Network in addition to above:

- Provide technical assistance in the installation, maintenance, and repair of communication network and equipment; ensure connectivity requirements and protocols are met.

When assigned to Library in addition to above:

- Administration and maintenance of ILS, Integrated services via API, print release terminals, PC timing and reservation software, websites, Web services, content management systems, online public access catalogue (OPAC), databases and virtual desktop infrastructure (VDI) machines.
- Infrastructure and network hardening and monitoring, penetration testing and threat response.
- Administration of Windows, Linux, Mac servers and operating systems.
- May function as project leader on technology implementation related to area of assignment; provide technical expertise in area of assignment.
- May require knowledge of System Development Life Cycle (SDLC).
- May require knowledge of programming and scripting languages.

When assigned to IT Administrative in addition to above:

- Perform administrative duties such as obtaining quotes, data entry, purchasing and billing.
- Create security badges and modify access permissions
- Program phones and administration of phones lines & profiles.

MINIMUM QUALIFICATIONS

Information Technology Specialist I

Knowledge of:

- Basic computer hardware and software related to area of assignment
- Basic operational characteristics of technology related to area of assignment such as to computers, mobile devices, audio/visual, network, and communication systems
- Basic methods, tools and techniques of testing, troubleshooting, problem solving and maintenance of hardware and software related to computers, mobile devices, audio/visual, network, and communication systems

Ability to:

- Perform information technology hardware and software customer support duties
- Intermittently review documents related to department operations; observe, identify and problem solve procedural issues
- Learn the operations and functions of an assigned area
- Troubleshoot problems related to area of assignment such as to computers, mobile devices, audio/visual, network, and communication systems; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and initiate corrective actions
- Learn to Install, maintain, repair and modify a variety of computer equipment, software, communications, and electronic equipment and systems
- Learn to write procedures and documentation for problems, solutions and standards
- Track service requests and trouble reports and ensure problems are resolved
- Communicate technical issues to individuals with varying degrees of information technology knowledge
- Prioritize and multitask
- Provide on-call service, when assigned, during off hours, evenings, weekends and holidays.
- Use sound judgment in recognizing scope of authority
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities
- Utilize appropriate safety procedures and practices for assigned duties.
- Communicate effectively orally and in writing
- Relate effectively with people of varied academic, cultural and socio-economic backgrounds using tact, diplomacy and courtesy
- Establish and maintain effective, cooperative and collaborative working relationships with others

PHYSICAL REQUIREMENTS

- On a continuous basis, sit at a desk for long periods of time and go into the field to conduct duties. Intermittently walk, bend, or stoop while installing/repairing equipment; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- Some technical information technology experience with desktop hardware and software is desirable.
- Equivalent to an Associate's degree from an accredited college with major coursework degree in information systems or a related field.

License and Certificate

May need to possess an appropriate, valid California driver's license as required by the position.

Information Technology Specialist II

In addition to the qualifications for the Information Technology Specialist I

Knowledge of:

- Principles and practices related to area of assignment such as to computers, mobile devices, audio/visual, network, client server technologies, system integration and automation, Virtual Desktop Infrastructure (VDI) and communication systems.
- Principles and techniques of advanced troubleshooting related to area of assignment such as to computers, mobile devices, audiovisual, network, and communication systems.
- Principles and practices of project management and workflow process.
- Operating systems relevant to area of assignment.

Ability to:

- Troubleshoot problems related to area of assignment such as to computers, mobile devices, audio/visual, network, and systems; identify and locate the source of the problem; diagnosis problem and develop logical, reliable solutions; and initiate corrective actions.
- Install, configure, maintain, repair and modify a variety of computer equipment, software, communications, and desktops, and related peripheral equipment.
- Write procedures and documentation for problems, solutions and standards.

- Read, comprehend and retain technical information related to area of assignment.

EXPERIENCE AND EDUCATION

Any combination of experience or education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities is:

- Two years of responsible experience similar to Information Technology Specialist I with the City of Watsonville.
- An Associate's degree from an accredited college with major coursework degree in information systems or a related field.