

# **SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION**

**TITLE: INFORMATION TECHNOLOGY SPECIALIST**

**DATE: 7/1/2015**

**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 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 Voice Over IP (VOIP) phone system; perform related duties as assigned.

## **DISTINGUISHING CHARACTERISTICS**

The Information Technology Specialist is an advanced 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, VOIP phone equipment, 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. Emphasis is on midrange systems, network equipment, phone equipment, and enterprise software support. This class is distinguished from a Senior Business Systems Analyst and Senior Network Analyst in that incumbents in the Analyst classifications perform the more complex major support functions including development and support of primary business systems and receive only occasional instruction or assistance as new or unusual situations arise. Supervision is received from the Information Technology Manager. 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;
- Routinely adhere to 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;

- Administer and support the Department's helpdesk and endpoint security software;
- Install, configure, test, and repair hardware, including computer workstations, printers, and other peripheral equipment, Department PCs, servers, and Storage Area Network (SAN) components and related enterprise hardware equipment and devices;
- Configure and maintain routers, switches and hubs for the network systems; perform troubleshooting procedures and design resolution scripts;
- 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 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;
- Perform technical duties in support of information technology operations; Department VOIP phone system; work with vendors to diagnose and remedy phone system problems
- Monitor systems for errors and/or abnormal situations; respond to error messages, resolve issues or refer to appropriate staff member;
- Perform system and database backups on a routine basis; file backup tapes; maintain tape library.

## **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;
- Network architecture and basic theory and principles of network design;
- Knowledge of VOIP equipment, applications, and associated data network element interfaces;
- Basic principles and practices of systems analysis and design;

- Methods, principles, practices, and techniques for implementing and troubleshooting endpoint security including antivirus and malware protection;
- Network architecture and basic theory and principles of network design;
- Methods, principles, practices, and techniques for troubleshooting and determining the cause of server, SAN, system, computer, and PC hardware problems and device errors and failures;
- Desktop and portable computers, including hardware and software installation, operations, and maintenance;
- Enterprise support software, including antivirus endpoint protection 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 of computer hardware and software;
- Internet/intranet technologies and techniques;
- Proper usage of the English language including spelling, punctuation, and grammar.

**Ability to:**

- Troubleshoot, diagnose, and resolve computer and PC hardware and software problems and failures of varying difficulty efficiently and effectively;
- Implement, update, and maintain enterprise software platforms including antivirus and endpoint protection technologies;
- 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 servers, SAN, PCs, peripheral equipment, devices, and other technology tools;
- Troubleshoot routine to difficult 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.

## **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.

### **Job Description:**

BOWC Approved (with Budget):

6/16/2015

### **Testing Standards:** CS App Review/CS Supp App Review/CS Oral Board

CSB Approved:

7/28/2015