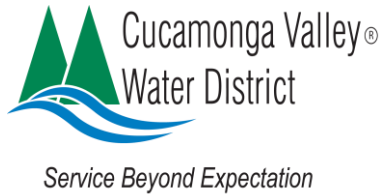


INFORMATION TECHNOLOGY SPECIALIST I/II



Job Status: Non-Exempt
Date Adopted: 01-2015
Date Modified: 03-16-2023

Safety Sensitive Position

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.

DEFINITION

To perform a wide variety of specialized professional support duties for the Information Technology Division of the Finance and Technology Services Department, including but not limited to, organizing and performing systems and programming work to support specific functional areas of District operations; assisting in determining and resolving hardware and operational difficulties; and performing related work as assigned.

DISTINGUISHING CHARACTERISTICS

Information Technology Specialist I – Incumbents assigned to this level perform routine information technology specialist functions under general supervision while exercising discretion and independent judgment within the established guideline.

Information Technology Specialist II – Incumbents perform the full range of information technology specialist duties under less supervision while exercising discretion and independent judgment within established guidelines.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from the Information Technology Manager.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Install personal computer hardware and software; provide computer users training.
2. Maintain and operate a variety of office equipment such as multi-function copiers, mail processing equipment, phone systems, VOIP desk phones, scanners, and other peripheral equipment.
3. Develop and maintain personal computer database programs; support Microsoft Office 365, Adobe Acrobat, Creative Cloud, Internet Browser, and Windows Operating System.
4. Responsible for desktop computer, laptop computer, mobile device, and cell phone replacement projects.

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5. Maintain documentation of data systems; Interact with vendors and other agencies in person, by email, and by telephone.
6. Monitor system devices, user display stations and printers, job queues, spooled output, job logs, and historical logs; make adjustments as necessary.
7. Assist the I.T. Help Desk Specialist to resolve escalated Help Desk tickets.
8. Modify or enhance existing programs to meet users' needs; troubleshoot and perform repairs and adjustments to computer systems and peripheral equipment.
9. Maintain current knowledge of computer systems and mobile devices.
10. Maintain records of I.T. hardware and software inventory.
11. Maintain and support Microsoft SharePoint Intranet site and Division pages.
12. Perform needs analysis; determine project feasibility; estimate programming and implementation time for database applications.
13. Perform system support function for Windows-based servers.
14. Prepare specifications and system requirements; develop new or revised procedures to attain desired objectives.
15. Participate in training other I.T. staff members.
16. District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
17. Regular attendance at the work site.

Marginal Functions:

1. Perform related duties and responsibilities as required.
2. Support vendors in maintenance of phone system, MFP copiers, and mail processing equipment.
3. Perform graphics design and layout functions using computer software.
4. Participate in the maintenance of network and Windows-based servers.
5. Perform maintenance and support of network equipment and work with the Network Administrator and outside vendors supporting these devices.
6. Administrate system backup and restore data files.

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KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

Basic principles of data processing systems.
Personal computer hardware and software.
Mobile devices, such as cell phones, tablets, and portable WiFi devices.
Operation and use of operating systems using District-standard software.
Word processing, spelling, punctuation, grammar skills using District-standard software.
Database and spreadsheet principles using District-standard software.
Methods and techniques of database design using District-standard software.
Principals and techniques of documentation.
Methods and techniques of technical drawing.
Modern office procedures, methods, and equipment.
Troubleshooting hardware and software problems.
Methods and techniques of website maintenance.
Operations, services, and activities of an Information Technology department.
Operational characteristics of data processing equipment including computers, peripherals, and software.
Programming languages and applications appropriate to assigned functional area.
Business data processing applications.
Systems operations and management applications for a variety of operating systems.
Techniques and procedures of database management.
Pertinent Federal, State, and local codes, laws, and regulations.
Principles and practices of systems analysis and design.
Methods and procedures of network design, maintenance, and management, including LAN, WAN, Intranet, and the Internet.
Methods and procedures of email systems, both internal and Internet.
Methods and procedures of telephone systems and networked office equipment.

Ability to:

Install and maintain computer hardware/software and mobile device
Troubleshoot and correct problems with computer hardware and software.
Design, develop, and maintain personal computer database applications.
Develop application documentation and user manuals.
Assist users with daily problems in both hardware and software operations.
Operate a variety of data processing equipment in a safe and effective manner.
Develop training material and effectively provide training classes and user support.
Prepare clear and concise reports and communications.
Communicate clearly and concisely, both orally and in writing.
Prepare clear and concise written materials, including documentation, user instructions, and periodic and special reports.
Explain technical information to non-technical users.
Work independently in the absence of supervision.
Understand and follow oral and written instructions.
Establish and maintain effective working relationships with those contacted in the course of work.
Maintain alert mental capacity that allows the capability of making sound judgments and decisions and demonstrating intellectual capabilities.
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.

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Ability to (continued):

Work over, under, around and behind various office furniture and equipment.

Move, lift, and carry equipment weighing 50 pounds without assistance.

REQUIRED QUALIFICATIONS

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

Job Title	Information Technology Specialist I	Information Technology Specialist II
Experience	<ul style="list-style-type: none"> Three (3) years of progressive experience operating personal computer operating systems, word-processing and spreadsheet software; installing and maintaining personal computer hardware, software, and peripheral equipment; and working around networks and networked equipment including fiber optics. 	<ul style="list-style-type: none"> Five (5) years of progressive experience operating personal computer operating systems, word-processing and spreadsheet software; database application design and development; installing and maintaining personal computer hardware and software; and programming and systems analysis experience; installing and troubleshooting networks, Windows server operating systems, Microsoft Exchange/365, Active Directory, and networked equipment including fiber optics.
Education/Training	<ul style="list-style-type: none"> Equivalent to a High School Diploma supplemented by college level course work in Information Technology, Management Information System, Computer Science, or related fields. 	
Required License/Certification	<ul style="list-style-type: none"> Possession of the Microsoft Certified Professional (MCP) or Microsoft Office Specialist (MOS). Possession of the CompTIA A+ Certification. Possession of the CompTIA Network+ Certification. 	<ul style="list-style-type: none"> Possession of the Microsoft Certified Professional (MCP). Possession of the Microsoft Certified Expert (MCE). Possession of the CompTIA Network+ Certification.
Desirable Degree/License/Certification	<ul style="list-style-type: none"> Microsoft Certified Associate Certification. Bachelor's Degree in Information Technology, Computer Science, Management Information Systems, or related fields 	<ul style="list-style-type: none"> Cisco Certified Network Associate (CCNA) Certification Cisco Certified Network Professional (CCNP) Certification VMware Certified Technical Associate (VCTA) Certification VMware Certified Professional (VCP) Certification Bachelor's Degree in Information Technology, Computer Science, Management Information Systems, or related fields.

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Required Qualifications (continued):

Job Title	Information Technology Specialist I	Information Technology Specialist II
DMV Class	<ul style="list-style-type: none">• Possession of a valid California Class C driver's license and a satisfactory driving record.	

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The physical demands and working environment demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

The employee works under typical office conditions, and the noise level is usually quiet; frequent interaction with District staff and the general public.

The employee is subject to work extended hours, including weekends and holidays.

Physical:

Incumbents require sufficient mobility to work in an office setting; stand and sit for prolonged periods of time; operate office equipment including computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information; use of hands repetitively to operate, finger, handle or feel office equipment and reach with hands and arms. Employees are frequently required to stand and walk.

Mental:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple concurrent tasks; work with frequent interruptions; work under intensive deadlines; interact with District managers, staff, vendors, the public and other encountered in the course of work.

Vision:

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing:

Hear in the normal audio range with or without correction.