

INFORMATION TECHNOLOGY SPECIALIST I/II

*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 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 computers 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 Professional Suite, Adobe Acrobat, Creative Cloud, Internet Browser, and Windows Operating System.
4. Responsible for desktop computer, laptop computer, mobile device, and cell phone replacements 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 computer 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. 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.
7. Responsible for the daily operation of the AS400 computer system.
8. Perform system tape backup on the AS400 computer system.

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KNOWLEDGE & ABILITIES

Knowledge of:

- Basic principles of data processing systems.
- Personal computer hardware and software.
- Mobile devices, such as cell phones, tablets, and portable WiFi device.
- 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.
- Trouble-shooting hardware and software problems.
- Methods and techniques of web site 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 e-mail 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
- Trouble-shoot 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 operation.
- 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,

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communicating with others, reading, writing and operating assigned equipment.
Work over, under, around and behind various office furniture and equipment.
Move, lift, and carry equipment weighing 50 pounds without assistance.

REQUIRED QUALIFICATIONS

Experience and Training Guidelines

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

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Experience:

Three (3) 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, software, and peripheral equipment; and working around networks and networked equipment including fiber optics.

Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in Information Technology, database design, computer science, or related fields.

Certificate:

Possession of “A+” certification, Network+ certification, and Microsoft Certified Professional (MCP) certification are required.

Additional MCSA (Microsoft Certified Solutions Associate) certification is desirable.

License:

Possession of a valid Class C California driver’s license and a satisfactory driving record.

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Experience:

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, Active Directory, and networked equipment including fiber optics.

Experience administrating and maintaining AS400 hardware and operating systems is desirable.

Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in Information Technology, database design, computer science, or related fields.

Certificate:

Possession of “A+” certification, Network+ certification, Microsoft Certified Professional (MCP) certification, and MCSE (Microsoft Certified Solutions Expert) certification are required.

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Additional certifications in Cisco equipment and WAN equipment such as CCNA (Cisco Certified Network Associate) and CCNP (Cisco Certified Network Professional) are desirable.

License:

Possession of a valid Class C California driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The physical and mental demands described here are representative of those that must be met by employees 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.

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.

Work Environmental:

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.

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.

JOB STATUS: Non-Exempt
DATE ADOPTED: January 2015
DATE MODIFIED: September 2019
DATE MODIFIED: October 2020

Safety Sensitive Position