

INFORMATION TECHNOLOGY SPECIALIST I

Approved: July 2016

FLSA: Non-exempt

Unit: SEIU



Definition
Under general supervision, provides technical support on use of computers, hardware, software, network, mobile, and related technologies and equipment; installs, configures, and maintains software, hardware, and phone systems; and performs related work as required.
Supervision received and exercised
Receives general supervision from the Information Technology Manager. Exercises no supervision of staff.
Class characteristics
This is the entry-level class in the Information Technology Specialist series. This class is responsible for providing client systems support, end-point configuration and management, and incident management and maintaining and troubleshooting various systems hardware, software, and peripherals. Positions at this level are not expected to function with the same amount of knowledge or skill level as positions allocated to the II level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.
Examples of typical job functions (illustrative only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none">• Receives and evaluates requests for service; diagnoses problems; troubleshoots and implements remedial actions, researches documentation and determines solution, and resolves problems with hardware, software, security and access controls, and systems issues; escalates issues to higher-level staff and/or vendor for resolution as appropriate.• Installs, configures, maintains, and upgrades operating systems and software packages across disparate platforms, servers, network and data communication systems, personal and mobile computing systems and equipment, audiovisual equipment, web based applications, and related technologies; performs basic system administration functions.• Creates and installs baseline software sets, adhering to department and City standards, for various computer makes and models.• Coordinates installation and moves with user departments; configures workstations; connects workstation to existing network.• Instructs users in software applications usage, basic computer navigation, and security practices.• Maintains information on scheduled systems maintenance, including upgrades and outages; informs customers as needed.• Creates email boxes for users and departments; troubleshoots email servers, connection, access, security, firewall, and storage issues; monitors email servers and performs scheduled maintenance; sets up, supports, and troubleshoots problems with synching email to smart devices.• Maintains and supports active directory services by adding, removing, and/or editing users; creates access rights to users and user groups; creates groups and mailing lists.• Writes and maintains user and technical operating instructions and documentation; provides training to users and advises on best practices.• Recovers computer assets; evaluates and repurposes viable hardware or decommissions obsolete hardware.• Performs incident management of service tickets, including ensuring tickets are assigned to appropriate staff, following-up with staff and customers on status of ticket, ensuring tickets are completed, and updating status in system upon completion.• Performs technical help desk support including handling customer inquiries and complaints and resolving tier one requests by remote session, telephone, or email.• Performs other duties as assigned.
Qualifications
Knowledge of <ul style="list-style-type: none">• Principles and practices used in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, servers, network and data communication, mobile, audiovisual, web based applications, and other related technologies and equipment.

- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Customer service and telephone techniques.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance computer hardware, software, servers, network and data communication, mobile, audiovisual, web based applications, and other related technologies and equipment.
- Understand, interpret, and explain hardware and software application solutions to users; research technical materials to provide solutions to problems.
- Participate in design sessions or process improvement sessions and provide sound recommendations and technical input.
- Develop and maintain technical operating instructions and documentation; train staff on software applications and hardware usage.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and experience

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

- Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework and/or training in information systems, computer science, or related field.
- Two (2) years of experience providing technical support in the installation, maintenance, and repair of information systems and infrastructure.

Licenses and certifications

- None

Physical demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds with the use of proper equipment.

Environmental elements

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

