INFORMATION TECHNOLOGY SPECIALIST I//II

DEFINITION

Under general supervision or direction, provides technical support to County-wide technology program clients on a diverse range of personal computer, system hardware, software, peripheral and communication systems issues; receives and triages incoming requests from clients by asking diagnostic questions to identify the nature of the issue and establishing problem priority; based upon knowledge and skills set base, sets as a first or second level responder; ensures consistent and timely communication with client on resolution efforts; provides technical support in the installation, configuration, maintenance and repair of desktop computers and associated applications, and network/communication systems; performs computer operator tasks on the County's mainframe system; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision or direction from supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Information Technology Specialist I: This is the entry-level classification in the Information Technology Specialist series. Initially under close supervision, incumbents learn the operational aspects of the County's Information Technology Department, its response processes, and the roles of first and second level responders to client technology issues. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Information Technology Specialist II-level, but are not expected to function at the same skill 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.

Information Technology Specialist II: This is the fully qualified journey-level classification in the Information Technology Specialist series performing the full range of first and second level responder duties for technology clients, and supporting assigned aspects of the department's technical operations. Positions at this level are distinguished from the Information Technology Specialist I-level by the performance of the full range of technology support duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from analytical classes in that the latter are responsible for providing professional level support to assigned technology programs.

Positions in the Information Technology Specialist class series are flexibly staffed, and positions at the II-level are normally filled by advancement from the I-level requiring additional years of experience and after gaining the knowledge, skill, and experience which meet the qualifications for, and after demonstrating the ability to, perform the work of the higher-level class.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Provides technical support to the County-wide technology program clients on a diverse range of personal computer, system hardware, software, and peripheral issues; receives and triages incoming requests from clients by asking diagnostic questions to identify the nature of the issue; determines severity and priority of the request; performs client support remotely and/or on site as required.
- Serves as first level responder by performing routine duties such as resetting passwords, and diagnosing and fixing routine desktop hardware and software or communication connectivity issues; resolves issues within prescribed timelines, or refers to higher level technical or professional staff for further investigation and resolution.
- Serves as second level responder; uses multiple diagnostic techniques, to isolate and diagnose problem; as applicable resolves issue or refers to professional support staff for more complex problem resolution.
  Enters service related information into automated work management system, ensuring system is updated when actions are taken; maintains accurate records and files; documents progress and procedures performed; generates systems reports on a periodic basis.
- Continuously monitors the status of assigned work orders and ensures client is updated on the time frame for resolution.
- Installs and configures desktop computers and associated hardware and software; loads and tests specialized applications and security devices; ensures connectivity to network and communication systems.
- Provides technical support to the County's communication systems; installs wiring and cabling; investigates, and resolves routine network related problems such as setting up user access and passwords; troubleshoots and resolves communication issues such network connection and router failures, and telephone and voice or e-mail system malfunctions.
- Serves in a computer operator capacity for the County's mainframe operations; monitors console and sets controls; runs jobs; sorts output and distributes to requestors; maintains logs and records of jobs performed.
- Performs a variety of mainframe related maintenance tasks including, but not limited to, backing up tapes, upgrading software and loading files onto storage media; prepares a list of operational or maintenance issues on assigned shift.
- Coordinates and conducts training on standard applications (e.g., Microsoft software packages) used throughout the County; develops training materials including tutorials and instruction manuals; delivers training to groups, or one-on-one as needed; maintains records of employee attendance at training sessions.
- Performs a variety of duties in support of the department's fixed asset inventory; performs yearly inventory of assets through visual confirmation at all County sites; records all surplus an asset movement transaction; updates databases.
- Administers the County access/entry control system; programs and distributes security keycards in compliance with County policies and procedures; creates and distributes photo identification badges for County Departments; maintains and updates system or records to ensure all transactions for new and departing employees are promptly entered and acted upon.
- Serves as the designated safety officer for the department; conducts ergonomic assessments and makes recommendations for new or modified work environment furniture, equipment or devices; maintains the County's Illness and Injury Prevention Program (IIPP); convenes periodic safety meetings to update department staff on changes or updates to safety policies and procedures.
- Serves as department liaison with the Human Resources Department and processes new hire paperwork; attends periodic meetings to update department staff on changes or updates to human resources policies and procedures.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a comprehensive information technology program.
- Basic knowledge of the connection/relationships across multiple technology services and operations.
- Operational characteristics of desktop, network, and telecommunication systems hardware, software and peripheral equipment.
- Principles, practices, methods and techniques of troubleshooting, diagnosing and resolving desktop computer hardware and software, and network/telecommunication system issues.
- Department protocols for the installation, configuration, maintenance and repair of computer hardware, standardized software packages, and peripherals.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Security and monitoring devices, and procedures necessary to maintain the integrity and security of data in networked systems.
- Industry best practices of information technology management and control.
- Principles and practices of customer service.
- Methods and techniques of conducting research.
- Methods and techniques of developing and delivering training on County-wide software applications.
- Departmental administrative functions with respect to asset control and County-wide security access measures.
- Principles and practices of developing and maintaining technical documentation, files and records.
- Applicable federal, state and local laws, regulatory codes, ordinances and procedures relevant to assigned areas of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform a variety of technical duties in support of the department's operations with respect to technology service delivery and training.
- Elicit information from client users, triage priority, conduct diagnostic procedures and take appropriate action.
- Install and configure desktop computers, associated hardware and software and connect to communication systems.
- Provide technical support the communication systems by performing routine system administration, maintenance and repair tasks.
- Demonstrate strong and effective customer support skills.
- Prepare clear and concise client response and technical materials.
- Prepare and deliver targeted training programs for County employees.
- Perform administrative tasks as assigned.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.

➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
➢ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of the required training and experience that would provide the required knowledge, skills, and abilities is qualifying.

Information Technology Specialist I: Equivalent to an associate degree from an accredited educational institution with major coursework information technology, computer science, or a related field, and one (1) year of experience providing technical support to desktop computer hardware and software or network/communication systems.

Information Technology Specialist II: Equivalent to an associate degree from an accredited educational institution with major coursework information technology, computer science, or a related field, and three (3) years of experience providing technical support to desktop computer hardware and software or network/communication systems, or two (2) years of experience at a level equivalent to the County's class of Information Technology Specialist I.

Licenses and Certifications:

➢ Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting and a technology environment; use standard office equipment, including a computer; some positions may be required to operate a motor vehicle; 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 50 pounds, with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise 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.

WORKING CONDITIONS

Must be willing to work after hours, weekends, and holidays as needed.