INFORMATION TECHNOLOGY DEPARTMENT SPECIALIST

DEFINITION

Under general supervision, installs and maintains computer systems, servers, and software for the department to which assigned; designs or modifies computer programs for various department projects; provides training to end users on the use of hardware and software; works with the Information Technology Department and vendors to resolve complex system issues and enhance systems; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This a fully qualified journey-level classification which provides technical support to department information technology systems and services. Positions at this level perform the full range of duties as assigned, work independently, and exercise 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 the Information Technology Department Coordinator in that the latter has responsibility for overall direction and coordination of technology systems within the assigned department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

➢ Performs a variety of technical support duties within an assigned department; installs and configures personal computer hardware, and system and applications software; serves as first responder to user problems and issues; diagnoses and resolves issues; refers more complex technical issues to central information technology staff or third-party vendors and works with them to resolve these problems.
➢ Sets up personal computer hardware, and installs system software and applications software, such as word processing, database, spreadsheet, and graphics programs; adds and removes terminals, user profiles, and security provisions.
➢ Creates personal computer database applications for department users; identifies needs, develops program, and instructs department staff on use; monitors databases to ensure proper updating and for any other operational issues.
➢ Designs or modifies computer programs for various department projects; gathers information from department staff on specific tasks which require automation; develops scripts; programs code; develops databases; tests with end user for functionality, and monitors performance; prepares technical documentation.
➢ Provides operational instruction and training to users of the department's personal computer systems and the use of department specific applications.
➢ Reviews and recommends hardware and software options for department use; identifies appropriate

generic or specialized software to meet the needs of the department.
➢ Develops training materials, including tutorials, documentation, and instructional manuals for system use.
➢ Performs periodic systems support functions, such as backing up files and loading software updates.
➢ Develops and produces standard/ad-hoc reports from department systems.
➢ Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Technology operations and services within assigned department.
➢ Principles and practices of troubleshooting, diagnosing, and resolving desktop computer hardware and software issues.
➢ Requirements and procedures for the installation, maintenance, and repair of computer hardware, standardized software packages, and peripherals.
➢ Standard personal computer software products for developing systems and for instructing others in their use.
➢ Procedures necessary to maintain the integrity and security of data in networked systems.
➢ A variety of programming languages for supported applications.
➢ Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
➢ Methods and techniques of providing training to end users.
➢ Principles and practices of complex recordkeeping and documentation.
➢ Business mathematics.
➢ 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:

➢ Provide technical support to department technology users.
➢ Install, maintain, and operate personal computers and peripheral equipment.
➢ Troubleshoot and diagnose desktop hardware and software issues.
➢ Develop or modify department database applications.
➢ Create customized reports for department specific operations.
➢ Train department staff in the use of personal computers and department specific applications.
➢ Effectively operate computer, telecommunications systems, and peripheral equipment.
➢ Determine the need for higher level internal or external technical support and act accordingly.
➢ Prepare technical documentation on supported applications and systems.
➢ Prepare and maintain complex records and files.
➢ Work as part of a team to ensure clients receive optimal service.
➢ Understand and follow oral and written directions.
➢ Maintain accurate records and files.

- ➢ Exercise sound, independent judgment within established procedural guidelines.
- ➢ Demonstrate effective customer service skills.
- ➢ 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 and procedural 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 experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to an associate degree with major coursework in information technology, computer science, or a related field, and two (2) years of experience providing technical support to desktop computer hardware and software systems.

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; 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.