



## **CLASSIFICATION SPECIFICATION INFORMATION SYSTEMS SPECIALIST**

### **JOB SUMMARY:**

Under general supervision, the Information Systems Specialist performs moderately complex duties in connection with the coordination, installation, maintenance, and repair of computer software equipment and peripherals and performs other related duties as assigned.

### **CLASS CHARACTERISTICS:**

The Information Systems Specialist installs and maintains computer and network systems and software, and performs technical work related to the City's network infrastructure and information systems. As experience is gained, assignments are expected to increase in difficulty requiring the use of a wider set of technological tools and software.

### **EXAMPLES OF DUTIES:**

Duties may include, but are not limited to, the following:

- Sets up email addresses, user accounts, and establishes security codes for software programs; provides technical support related to software and network connectivity problems; replaces components and performs other minor maintenance and repair; installs and configures replacement equipment; and performs adjustments and upgrades on software and equipment.
- Ensures appropriate security designs are in place to protect confidentiality and security data; conducts routine preventative maintenance and diagnostic testing on all software and hardware systems; and maintains an emergency data recovery plan to ensure all data is secure and retrievable.
- Responds to inquiries and requests for technical assistance through the City's IT Help Desk on computer software and hardware, printers, telephone equipment and accessories, local area networks, various service platform connections, wireless connections, and other equipment; sets priorities for work orders; and maintains a log of computer problems, complaints, and resolutions.
- Participates in budget planning for future technology needs and ensures compliance; assists in testing and integrating new hardware and software to determine compatibility; and ensures adherence to local, state, and federal laws pertaining to data retention and dissemination of data throughout the computer network.
- Works with other departments, IT staff, vendors, and consultants to determine software requirements and development specifications.
- Performs other related duties as assigned.

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

- Standard software development; database management systems and software; computer and tablet platform and network operating systems; and methods and techniques for the installation and configuration of hardware, software, and network connectivity.
- Office administrative practices and procedures; City department policies and procedures; applicable federal, state, and local laws, rules, and regulations pertaining to data retention and dissemination of data throughout the computer network; and operational characteristics, services, and activities of assigned program area.
- Correct English usage, spelling, grammar, and punctuation; business letter writing and other document preparation; and modern office methods, procedures, and equipment including the use of a computer, copier, facsimile machine, scanners, calculator, and various computer applications and software packages.

**Skills/Abilities:**

- Read and interpret technical information from manuals, drawings, schematics, and specifications; perform routine troubleshooting to resolve routine to moderately difficult systems, data management, communication, and interoperating problems; and apply critical thinking skills to reach sound, logical conclusions regarding user needs and City requirements.
- Prepare clear and concise technical, administrative, and financial reports including accurate tables, schedules, summaries, and other materials in statistical and narrative form; establish and maintain various data collection, record keeping, tracking, filing, and reporting systems.
- Make decisions independently and serve as the subject matter expert in one or more areas; communicate clearly and concisely both orally and in writing, which includes using tact and discretion when dealing with the public, elected officials, and City staff; and organize and maintain office and specialized files.
- Establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.

**Education and Experience:**

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- Relevant college coursework in computer science, information systems, or a closely related field.

- Two years of increasingly responsible experience related to applications, systems, or network development, administration, and/or support.
- Local government experience is desirable.

**Licenses and Certifications:**

- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

**PHYSICAL DEMANDS:**

- Ability to lift up to 10-15 pounds or more and get from one location to another in the course of doing business including climbing stairs, stooping, and bending.

**WORK ENVIRONMENT:**

- Employee generally works indoors. Environment is generally clean with limited exposure to conditions such as dust, fumes, or odors. Noise level in the work environment is usually moderate but the employee may occasionally be exposed to loud talking and interruptions from telephones and/or members of the public.

**NOTE:**

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

**Established Date:** August 9, 2017