



May 2007
FLSA: EXEMPT

INFORMATION SYSTEMS SPECIALIST

DEFINITION

Under general direction, assists in the planning, coordination, and implementation of the activities, operations, and duties in support of the Town's network and telecommunications; coordinates assigned activities with other departments and divisions, outside agencies, and the general public; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Information Systems Supervisor. May exercise functional supervision over technical staff.

CLASS CHARACTERISTICS

This is the professional-level class in the information systems series that assists in the design, planning, implementation, and maintenance of the Town's computer network infrastructure, including hardware, operating systems, and desktop/network applications. Responsibilities include maintaining network firewalls, routers, and switches, administering the e-mail system, and providing technical support to Town staff and Town Council members. This class is distinguished from Information Systems Supervisor in that the latter has full supervisory and management responsibilities over all information systems programs and functions.

EXAMPLES OF ESSENTIAL 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.

- Assists in the day-to-day operations of the Town's technology needs; implements system upgrades; installs new and additional hardware and software as required; replaces, repairs, upgrades, and maintains system hardware and software; monitors and recommends improvement to operational performance and security; troubleshoots system problems; isolates the cause of system failures; maintains operational efficiency and load balancing of the systems.
- Evaluates and analyzes the Town's information systems needs and requirements; develops and recommends application and resource priorities; administers changes and adjustments to systems as needed.
- Recommends the purchase of new supplies and equipment as necessary.
- Monitors the performance of the system; tracks possible problem areas affecting response time and prepares recommendations for correction of problems and improvement in performance.
- Performs diagnostic testing and analysis in troubleshooting and repair of voice network.

- Manages the allocation of resources including disks, terminals, and memory.
- Assists in developing and implementing backup policies and procedures; performs system backups.
- Assists in developing, implementing, maintaining, and enforcing policies and procedures for information systems operations.
- Ensures that the operational, environmental, and application software are kept up with current release levels.
- Analyzes, configures, plans, installs, maintains, and troubleshoots personal computers, cabling, and peripherals.
- Conducts formal and informal training programs on the use and operation of various telecommunications and computer systems hardware and software.
- Designs, develops, and maintains websites and intranet sites.
- Develops and implements basic web applications and automated Information Technology.
- Supports telecommunications, including telephone service at various sites, lease lines, landlines, and call and pager services.
- Develops justifications and recommendations for acquisition of computer hardware and software; prepares specifications for bid documents and evaluates proposals; reviews and evaluates contracts and proposals.
- Works with vendor representatives to identify and correct causes of hardware and software malfunctions and to perform enhancements.
- Responds to and resolves difficult inquiries and complaints.
- Attends and participates in professional group meetings; stays abreast of new trends, innovations, equipment, and languages used in computer systems, Information Technology, word processing, spread sheets, databases, graphics, and desktop publishing.
- Provides emergency response to reduce down time, correct errors, monitor vendor activity, off hours scheduled maintenance, and system failures or on as needed basis; may be required to wear a Town-supplied cell phone during on-duty and off-duty hours.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services, and activities of Information Technology.
- Modern and complex principles and practices of computer systems management, analysis, design, programming, and maintenance.
- Design, operations, properties, and capabilities of networks and network cabling.
- Various software packages, including word processing, spreadsheet, data processing, and graphics and desktop publishing applications and programs.
- Principles of telecommunications, including basic telephone wiring and telephone configurations, database, data communication, and operating systems.
- Operation and care of computer equipment.
- Data processing management and general administration practices and techniques.
- Operating characteristics, capabilities, capacities, and limitations of computer related peripheral equipment.
- Data management theory, principles, and practices and their application to a wide variety of services and programs.
- Principles of lead supervision and training.
- Applicable Federal, State, and local laws, codes, and regulations.
- Operating systems, such as LAN/WAN, Window and Linux/Unix operating systems, mini-computer applications, and telephone systems.

- Standard Website and Web Application development languages (e.g., HTML, DHTML, XML, Scripting, .NET, and JAVA).
- Principles and procedures of record keeping and reporting.
- Research techniques, methods, and procedures.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- Technical report writing practices and procedures.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Implement comprehensive computer and telecommunications operations-related projects and training programs.
- Perform difficult telecommunications and computer information system operation, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Administer websites and web-based applications.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Interpret and apply applicable policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Monitor and support computer and telecommunications networks.
- Accurately evaluate and prioritize hardware and software requests.
- Research, develop, and recommend cost-effective technical system improvements.
- Prepare and maintain accurate and complete records and reports.
- Respond to requests and inquiries from end-users.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the 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 a four-year degree from an accredited college or university with major coursework in computer science, information technology, business administration, or a related field, and two (2) years of recent related responsible computer systems, systems analysis, network management, or related experience.

License:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Microsoft Certified System Engineer and Cisco Certified Network Associate.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, 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 necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

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

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program for on-call and callback assignments.