

## **INFORMATION TECHNOLOGY SPECIALIST**

### DEFINITION

To perform professional duties to support the daily operations of assigned information technology systems and infrastructure including installation, maintenance, and troubleshooting support services for city-wide hardware and software systems, maintenance and modification of systems in support of administrative and program services, help desk support, business processes development, and training end users; support and coordinate information technology-related projects with various stakeholders and vendors; and performs related work as assigned.

### DISTINGUISHING CHARACTERISTICS

This journey-level classification is responsible for independently performing duties in support of city-wide information technology systems and infrastructure. Positions at this level exercise judgment and initiative in their assigned tasks, 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. The Information Technology Specialist is distinguished from the Information Technology Administrator in that the latter performs the more complex work, such as oversight of network and security-related hardware and software and/or supervises assigned staff.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision and direction from the Information Technology Manager or assigned supervisor. Exercises no direct supervision of staff. May provide technical and functional lead direction to assigned staff.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Develop new strategies and information technology procedures to increase efficiency, enhance workflow, and improve customer satisfaction.

Perform help desk support services by receiving, processing, and resolving routine problems with hardware, software, and network issues by remote session, telephone, or email; escalate issues to higher-level staff and/or vendors for resolution as appropriate.

Serve as project manager for development and implementation of city-wide information technology infrastructure projects including development, implementation, and maintenance of geographic information system (GIS) system and public safety information technology programs.

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Analyze information regarding departmental computer hardware, peripheral equipment, and software requirements; install new or upgrades personal computer, applications, or network systems to fulfill needs; make routine hardware upgrades and repairs or refers to vendor as appropriate.

Install and configure commercial software to meet defined end user needs; assists with training end users on its use.

Act as a liaison between software and hardware vendors and end users.

Verify the accuracy of existing documentation and make corrections as needed; create and maintain technical documentation.

Assist with the acquisition of hardware, software, and data communications equipment; maintain inventory system.

Provide onsite support for specialized safety related software system and computer hardware as needed.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as required.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving hardware and software issues.

Methods and techniques of installing, configuring, administering, and monitoring a diverse range of physical, virtual, and network systems.

Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.

Operational characteristics of desktop, network, and telecommunication systems hardware, software, and peripheral equipment.

Methods and techniques of evaluating system effectiveness and responding accordingly.

Principles and practices of developing and maintaining technical documentation, files,

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and records.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

### Ability to:

Perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computers, hardware, software, servers, network and data communication, security, and other related technologies and equipment.

Understand, interpret, and explain systems solutions to users; research technical materials to provide solutions to problems.

Conduct research on a wide variety of software issues, evaluate alternatives, make sound and cost-effective recommendations, and prepare effective technical documentation.

Train staff on software applications and hardware usage.

Monitor systems operational effectiveness, reliability, or security vulnerability, and respond accordingly.

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 effectively both orally and in writing using the English language.

Use tact, initiative, prudence, and 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.

### Experience and Training

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

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Experience:

Three (3) years of experience performing information technology support and software/hardware installation duties, including working with LAN/WAN networks.

Training:

Equivalent to a bachelor's degree in information technology, computer science, or a related field.

Established June 15, 2026; RES: 2026-###

Revised: N/A

FLSA: Non-Exempt