

INFORMATION SYSTEMS SPECIALIST

Definition:

Under general direction of the Information Systems Manager, supports the City's distributed computing environment; helps plan, direct, manage, and coordinate the City's Information Services Division's efforts to meet the technological needs of the organization; and performs related work as required.

Characteristic Duties and Responsibilities:

Administers and responds to all IT help desk requests, including troubleshooting issues with workstations, mobile devices, VOIP phones, printers, network devices, and user software. Maintains documentation on desktop, server, and network inventory and licensing. This position deals directly with third-party vendors and may perform regular software backups, deploy security updates/patching.

Provides help desk support (in person, by telephone, remote connection, or e-mail) to staff, vendors, and other external partners and customers. Performs new user training, changes and upgrades to desktop and related systems. Supports application software program(s) including installation and updates to software, resolving issues with networked devices, users, and authentication.

Responsible for the evaluation, installation, configuration and maintenance of system hardware and software. Assists with the planning and implementation of all helpdesk activities under the direction of the IT Manager. Involves setting up Active Directory accounts, repairing or replacing faulty hardware, and configuring network settings. Assists with acquisition, inventory, hardware and software maintenance contracts, image management, upgrade, patching, monitoring, maintenance and troubleshooting.

Creates, plans, and executes department projects alongside the IT Manager. Works closely with procurement agents, stakeholders, and peers to ensure project timelines and goals are met.

Responsible for financial related duties within IT including but not limited to invoicing, purchase order generation, and budget tracking.

Produces and broadcasts government meeting over the local government channel, local cable channel, and other streaming media platforms. Curates, decimates and archives content dispersed to the media and the public via the local government channel, local cable channel, and other streaming media platforms.

Knowledge, Skills and Other Characteristics:

- Knowledge in all Microsoft Operating Systems
- Basic knowledge of Linux Operating Systems
- Knowledge of Server and Desktop Virtualization
- MS Office Suite Applications
- Standard desktop software (AutoCAD, Adobe Product Suite, etc.)
- Knowledge in Network Infrastructure design
- Knowledge in Server Operating Systems
- Knowledge in IP Addressing including network segmentation
- Knowledge in Active Directory Account Maintenance
- Mobile Devices (Android, IOS smart phone & tablet support)
- Active Directory, group policy and the Windows security model
- Troubleshooting TCP/IP network environment
- Troubleshooting hardware, PCs, laptops and a variety of mobile devices.
- Basic administration (moves, additions, changes) of various server-based applications (Exchange, SQL, AD and local accounts, Content Management Systems, Antivirus.)
- Flexible schedule as this job will require extended support hours, occasional night, weekend and some on-call work.
- Communicate effectively with personnel, users, department heads and elected officials and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.
- Exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs.
- Communicate clearly, accurately and concisely, both orally and in writing.
- Respond to requests and inquiries from the public.
- Interpret, explain and ensure compliance with departmental policy and procedure.
- Perform basic and advanced mathematical functions.
- Handle multiple projects and assignments. Learn and adapt quickly to an ever-changing environment.
- Pass a technical assessment test applicable to the job description.
- Support Law Enforcement and Public Safety end users and must pass CJIS personal technical clearance exam

Working Conditions:

Typical office environment.

Regularly lifts and carries up to 50 pounds.

Occasional repairs on rooftops and radio towers.

Minimum Requirements:

Experience:

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance.

Ability to:

Analyze complex procedures and data and develop logical conclusions; translate problem statements into programs and solutions; work effectively with all levels of City employees, City Council members, and the Public.

License:

Possession of a valid Class "C" California Driver license. Must have and maintain a satisfactory driving record and be insurable to operate City vehicles.