CLASS SPECIFICATION

City of Newark, California

INFORMATION SYSTEMS SPECIALIST

DEFINITION - Under general supervision, provides complex technical support including network maintenance, setup, operation, and control of information systems hardware and software, and telecommunications activities.

DISTINGUISHING CHARACTERISTICS - This classification is an advanced journey level technical classification reporting to the Information Systems Manager. This class is distinguished from the Information Systems Technician, in that the former has the responsibility to independently plan, acquire, implement, install, configure, operate, monitor, support and repair computer, network, and telecommunications equipment.

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

Install, configure, monitor, upgrade, and repair computer hardware, software, and peripheral components such as server and client computers, routers, switches, and printers.

Install approved and licensed software packages such as operating systems, word processing, spreadsheet, and database applications.

Diagnose client/server/network problems and take effective action to resolve them in a timely manner.

Monitor and troubleshoot network infrastructure and telecommunications services; and perform network administration tasks (moves/adds/changes and routine maintenance).

Provide and maintain security, system backups, and data recovery processes.

Provide support and training for computer, network, phone, voice mail, and related systems and equipment as necessary.

Perform basic database administration functions.

Coordinate the activities of outside information systems consultants.

Participate on project teams (as technical lead) to ensure successful implementation of new technologies.

Research, evaluate, and recommend software and hardware solutions.

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Assist in the assessment of technology needs and development of short-term and long-term goals; make recommendations on policy changes for management review; and assist in the development of policies and procedures for the Information Systems division.

Maintain advanced knowledge of technology developments and trends; evaluate and recommend potential products and vendors.

Meet with outside departments and attend technology forums and interdepartmental technology project planning meetings.

May train and provide lead direction to staff.

Perform related duties as assigned.

<u>MINIMUM QUALIFICATIONS</u>

<u>Knowledge:</u>

Considerable knowledge of principles and operation of computers, including servers, and computer hardware and software.

Considerable knowledge of the principles and operation of network systems.

Considerable knowledge of network hardware, cabling, configuration, and troubleshooting.

Basic knowledge of telephone and voice mail systems.

<u>Skill or Ability to:</u>

Install and maintain highly technical and complex software programs.

Read and interpret complex technical publications, manuals, and related documents.

Install and troubleshoot computer systems and direct appropriate employee training in the use of computer software.

Lead and coordinate complex projects.

Diagnose, troubleshoot, and resolve complex client, server, network, and communications problems.

Organize and prioritize work effectively.

Establish and maintain effective working relationships with employees, city officials, contractors, and the general public.

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Operate a variety of client, server, and network hardware and software.

Communicate effectively both orally and in writing in order to present written and oral reports.

Experience and Education:

Any combination of education and experience which demonstrates knowledge and competency in requisite knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Four years' experience in the installation and configuration of servers and client computer systems preferably; and

Two years' experience in the installation and/or administration of local area or wide area networks;

Two years' experience in the troubleshooting and repair of common network, server, and client computer hardware and software problems.

Education:

An Associates Arts degree

Relevant higher education may substitute for some or all of the work experience listed above on a year for year basis.

Relevant certifications are highly desirable.

License or Certificate:

Possession of a valid California Class C Driver's License and a satisfactory driving record.

Working Conditions:

Employee may be required to work on-call, extended/off hours, holidays, and weekends.

Work is performed mostly in office settings.

Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.

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The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear.

The employee must occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Probationary Period: Twelve (12) Months

FLSA: Non-Exempt