CITY OF SANTA CRUZ
INFORMATION TECHNOLOGY SPECIALIST I/II

Reports To	Receives immediate supervision from Network Administrator, Police Records and Services Manager, Systems Coordinator, IT Manager or other assigned staff.
Supervises	Incumbents in this class do not routinely exercise supervision.
Bargaining Unit	Service

BASIC FUNCTION

Under supervision, serves as a technical expert and provides computer hardware, software, peripheral and user support in a networked environment; analyzes, troubleshoots and maintains a complex network infrastructure connecting end-users in a local area networks (LAN) wide area network (WAN) in a varied environment of operating systems and suites; may perform web related duties; demonstrates a full understanding of all applicable best practices, policies, procedures and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS

Information Technology Specialist I is the entry-level class in the information systems specialist series that allows the incumbent to develop journey-level knowledge and abilities. Initially under immediate supervision, incumbents perform basic hardware and software installation and user support duties. As experience is gained, there is greater independence of action within established guidelines. This classification is alternately staffed with Information Technology Specialist II, and incumbents may advance to the higher level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher-level class. Individuals are not automatically promoted from I to II; the needs of the department determine the level of assignment. In one of the positions assigned to the City/County Library, the incumbent primarily performs web related duties, spending a minor amount of time performing the basic hardware and software duties typically assigned to this classification. The library web assignment and position is not alternately staffed at the II level.

Information Technology Specialist II is the journey-level class in which incumbents perform the full scope of complex hardware and software installation, maintenance, troubleshooting and user support with minimum supervision. Incumbents in this class may also be assigned project management related duties and responsibilities in maintaining or developing the City's or a department's infrastructure, applications and other related systems. This classification differs from the next higher classification of Information Technology Specialist III in that the latter is responsible for the more complex and difficult work assignments and duties.

TYPICAL DUTIES *(May include, but are not limited to, those duties listed below.)*

- Installs, upgrades and repairs personal computers and peripheral devices; installs and configures printers, external drives, and scanners; installs packaged software programs on new and existing physical and virtual workstations/servers; assists users in learning the use of equipment and

software packages including word processing, spreadsheets, graphics, database management and Internet services; assists in the development of computer applications and processes; provides technical support in the planning and implementation and operation of LANs and WANs.

- Responds to requests for assistance related to hardware and software problems, and uses remote access to perform hardware and software error debugging; provides software application error analysis and reconfiguration; troubleshoots and diagnoses problems and ensures repair or replacement of faulty hardware, disks, drives, cables, peripherals and software; performs system backups and restoration; conducts various tests on components, equipment and software during installation to ensure components are working properly in accordance with City and/or department specifications. Staffs information technology help desk as assigned.
- Assists in the implementation of computer systems and with related technical and administrative projects; makes software and systems recommendations to facilitate increased efficiency; provides technical support and trains users; sets up and maintains computer user and group accounts.
- Provides technical assistance for the development and maintenance of the City's or a department's specialized software, on-line and Internet services; evaluates department's needs for automation and coordinates system implementation with outside vendors; maintains automation systems and provides reports for systems activities. May assist in the development and implementation of various databases in a multi-agency environment, including other local and state agencies. May assist in budget and procurement processes.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, management, staff and the public.
- Performs other related duties as assigned.

<u>If assigned to the City/County Library web position:</u>

- Assists with website content development by soliciting new content from staff, maintaining all website information in correct formats, ensuring copyrighted material is protected, updating existing web pages, validating web pages for accessibility standards, and reviewing content for accuracy and currency.
- Assists with website and intranet maintenance by reviewing content and fixing broken links
- Administers content management system by setting up users and groups with special permissions.
- Trains end users to use tools and/or access information on website and intranet.
- Answers questions submitted online relating to using library online catalogues, search interfaces, and other usability issues related to website and/or intranet; responds to basic World Wide Web questions from Website partners.
- Contributes to documentation for Library websites.
- Keeps current with W3C (World Wide Web Consortium) standards, web tool developments, and Internet developments through continuing education, professional reading, listservs, and participation in conferences and workshops.
- Supports library catalogue maintenance by making data corrections.
- Assists in the development of web applications; conducts usability testing to ensure applications are intuitive and easy to use.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, kneeling, crawling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine motor coordination in performing computer installation and repair and preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in performing computer installation and repair, and color vision is required to accurately interpret visual displays. Acute hearing is required when communicating by phone and in person. The need to lift, drag and push equipment and materials weighing 50 pounds or more is also required. The nature of the work requires the incumbents to climb ladders, drive motorized vehicles and work in small spaces. Additionally, weekend and evening work and after hours emergency calls outs may be required. Working alternate shifts may also be required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Knowledge:

- Principles and practices of computer systems and network design, operation and control;
- Local area networks, wide area networks, personal computers, software and database languages as used by the City and/or the department to which assigned;
- Personal computer diagnostic hardware utilities and testing equipment;
- Methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar;
- Applicable federal, state and local laws, codes and regulations relating to the security of information;
- Office practices, methods and equipment;
- Occupational hazards and safety procedures.
- Customer service techniques.

If assigned to City/County Library web position:

- Internet browser tagging/scripting (HTML, XHTML), Cascading Style Sheets (CSS), image editing software (such as Photoshop), and portable document format tools (Adobe Acrobat)
- Web usability guidelines and best practices for content, hyperlinks, graphics and accessibility.

Skills:

- Operate standard office equipment;
- Operate, troubleshoot, maintain and repair stand alone and networked computers, peripherals and a variety of word processing and software applications;
- Use hand tools to install, maintain and repair computers and peripheral equipment.

Abilities:

- Understand, interpret and effectively explain hardware and software applications to users;
- Identify, analyze and resolve computer hardware and software problems;
- Research technical materials and provide and document solutions to complex problems for user departments;
- Use initiative and sound judgment within established procedural guidelines;

- Organize, prioritize and follow up on work assignments;
- Read and interpret maps, sketches, drawings, specifications and technical manuals;
- Learn City or department terminology and systems needs within six months of being hired;
- Read, interpret and record data accurately;
- Work independently and as a member of a team;
- Learn more complex principles, practices, techniques and regulations pertaining to assigned duties;
- Develop and coordinate work programs to meet information systems users' needs;
- Analyze complex information systems and network issues, and develop and implement appropriate responses;
- Observe safety principles and work in a safe manner;
- Communicate clearly and concisely, both orally and in writing; clearly communicate technical information to a variety of computer users; and
- Establish and maintain effective working relationships;
- Work with wireless and radio transmission equipment if assigned to the Police Department.

If assigned to City/County Library web position:

- Learn and apply new technology related to website administration.
- Design and implement web site content.
- Develop web pages that are user friendly, and accurately communicate information.
- Translate public information needs into effective electronic solutions.
- Develop training materials, on-line tutorials, and/or oral presentations for staff training related to Internet and Intranet use.

EDUCATION AND EXPERIENCE

Any combination of education and experience that provides the above knowledge, skills and abilities combined with any required licenses is qualifying**.** A typical way of obtaining the required qualifications is to possess the equivalent of the following:

Information Technology Specialist I

- One year of experience performing computer hardware, software and network support functions, or
- If assigned to City/County Library web position, one year of experience performing web-related support functions, and an
- Associate of Arts degree in computer science, information systems or related field. One additional year of experience may substitute for an Associate of Arts degree.

Information Technology Specialist II

- In addition to the above, two years of increasingly responsible experience supporting a computer environment equivalent to that of the City of Santa Cruz or the department to which assigned, and an
- Associate of Arts degree in computer science, information systems or related field. One additional year of experience may substitute for an Associate of Arts degree.

LICENSES/CERTIFICATES

Possession of a valid California Class C driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

DESIRABLE QUALIFICATIONS

If assigned to the City/County Library:

- Experience working in a library.
- Experience in the configuration and customization of a content management system
- Knowledge of one or more web programming languages

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Career Ladder

- Network Administrator or System Coordinator
- Information Technology Specialist III
- *Information Technology Specialist II*
- *Information Technology Specialist I*