CITY OF SANTA CRUZ
INFORMATION TECHNOLOGY SPECIALIST III

Reports To:	**Information Technology Operations/Customer Service Manager, Network Manager, Systems Administrator, or other IT Manager**
Supervises:	May act as lead worker to IT Specialist I/II
Bargaining Unit:	Service

BASIC FUNCTION

Under general supervision, the Information Technology Specialist III provides City-wide technical support for the City's information systems, including the implementation and monitoring of computer operations; systems administration and troubleshooting of various applications; monitoring of local and wide area networks.

DISTINGUISHING CHARACTERISTICS

This classification is distinguished from the next lower classification of Information Technology Specialist II in that the latter classification performs hardware and software installation, maintenance, troubleshooting and user support with minimum supervision.

This classification is distinguished from the next higher classification of Systems Administrator in that the latter is responsible for the more complex and difficult duties within the Information Technology Division, like identifying project assignments, and for exercising supervision over assigned staff.

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

- Analyzes, designs, evaluates, and tests new, or revisions to, current applications (such as e-mail, specialty applications, telecommunications, and other new technologies). Assists in creating specifications for systems to meet business requirements.
- Provides escalation support, technical troubleshooting, problem isolation, and general oversight in the resolution of difficult problems with deployed systems and configurations.
- Assists users to resolve problems with available technology, including hardware, software, peripherals, and networks.
- Identifies, prioritizes, and resolves system problems to mitigate downtime.
- Provides assistance in identifying, evaluating, developing, and documenting IT systems and procedures.
- Provides technical support and training assistance to City staff.
- Monitors database policies, procedures, and standards relating to database management.
- Assists in the design, installation, and management of servers, workstations, network, telephone, and telecommunications systems.

- Upgrades, modifies, and maintains City hardware and software using vendor supplied releases and utilities.
- Responsible for maintaining the confidentiality of any data that may be accessed on City systems.
- Participates in assigned projects.
- Acts as a resource and mentor to others in the department.
- Establishes working relationships with staff, departments, vendors, and the public.
- Performs all tasks that the IT Specialist II performs.
- May act as a work leader/trainer and resource to the IT Specialists I/II's.
- May be assigned to specialized technology areas.
- Researches new applications, security threats, and new technology.
- Performs other related duties as assigned.

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

MINIMUM QUALIFICATIONS

Knowledge:

- Computer hardware, software (including business applications), systems, network operating systems, and telecommunications used in the City.
- Microsoft Server and Network server and workstation setup and configuration requirements.
- Current technology standards.
- Complex processes, techniques, and resources to analyze, install, and repair new and existing systems.
- Local area networks, wide area networks, personal computers, software and database administration as used by the City and/or any specialized technology to which assigned.
- Principles and practices of computer systems and network design, operation and control.

Skills:

- Operation of computers, diagnostic hardware utilities, testing equipment and other related equipment items.

Abilities:

- Manage/administer multiple computer systems in a diverse computing environment.
- Work on problems of diverse scope where analysis requires a comprehensive understanding of hardware/software solutions.
- Establish and maintain effective working relationships with others.
- Communicate effectively in English both orally and in writing.
- Quickly adapt and acquire knowledge of specialized systems
- Understand, interpret, and effectively explain hardware and software applications to City staff.
- Identify, analyze, and resolve computer hardware and software problems.
- Research technical materials and provide and document solutions to complex problems for City departments.
- Use initiative and sound judgment within established procedural guidelines.
- Organize, prioritize, and follow up on work assignments.
- Learn more complex principles, practices, techniques, and regulations pertaining to assigned duties.
- Analyze complex information systems and network issues, and develop and implement appropriate responses.
- Observe safety principles and work in a safe manner.

OTHER REQUIREMENTS

- May be required to work on-call, extended/off hours, and weekends.

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 to obtain the required qualifications is to possess the equivalent of the following:

- Four years of experience performing computer operations, systems management, and administration of multiple operating systems including experience with multiple network protocols and administering Microsoft Windows server environments, two years of which include increasing responsibilities; and
- An Associate of Art's degree in computer science, information systems, or related field.
    - One additional year of computer support functions may substitute for an Associates 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.

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<u>Career Ladder</u>

- Systems Administrator
- *Information Technology Specialist III*
- Information Technology Specialist II
- Information Technology Specialist I