

CITY OF HUNTINGTON PARK
CLASS SPECIFICATION

INFORMATION TECHNOLOGY SPECIALIST

Civil Service Status:	Exempt	Bargaining Unit:	Non-Represented Employees
Probationary Period:	At-Will/Part Time	Approved by City Council:	7/15/13
Classification Series:	Part-Time Series	Resolution No.:	2013-37
FLSA Status:	Non-Exempt		

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in this class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, this professional, part-time position, performs or assists with a wide variety of tasks including: provides support and maintenance of the City's technology-based information system; provides end-user support and troubleshooting on a wide range of software and hardware in a multi-site network environment; provide computer related training to employees; assists in planning, developing, and recommending city wide information technology programs and policies, using creativity and resourcefulness to accomplish these goals and objectives. Performs other related duties as required.

EXAMPLE OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Depending upon the department which assigned, position in this classification may perform the following essential duties:

- Responds to user service requests for software/hardware, investigates error messages, troubleshoots and repairs or arranges for third party support;
- Provide direct support and training to users;
- Updates hardware and software as directed;
- Assists in the administration, installation, configuration, and maintenance of the City's network, servers, e-mail server, desktop computers, laptops, mobile devices, peripheral equipment, and software within established guidelines;
- Assists in the administration of system security, institutes periodic security checks, performs audits of system logs for conformity to City policies;
- Authorize system access to users and maintain necessary documentation of authorities assigned;
- Troubleshoot telephone/cellular service and equipment and coordinate repairs, as assigned;
- Assist in coordinating integration of new systems and applications into existing networks;
- Backup and restoration of information systems critical data;

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- Perform Help Desk duties, including taking incoming calls, evaluating problems, and resolving issues by phone and in person;
- Coordinate and participate with other City departments or outside technology-related consultants and vendors as required;
- Assists in identifying resource needs for information technology replacement and expansion and assists in the preparation of the capital improvement plan;
- Reviews logs and runs reports;
- Assist in the design and implementation of systems and forms for use in operations;
- Attends meetings as assigned;
- Assist in providing information to other departments, public and other agencies;
- Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner;
- Performs other related duties as assigned or as the situation requires.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Windows operating system (through most current version), Windows Server;
- Practices and procedures of repairing computers, computer networks, peripheral devices, cabling, and telecommunications equipment;
- Network and computer security practices;
- Networking, LANs, WANs, servers, PCs and Printers;
- Active Directory, TCP/IP, Routers and Firewalls;
- Standard office procedures, practices and equipment;
- Methods and techniques for record keeping and report preparation and writing;
- Modern office practices, methods, and computer equipment;
- Problem solving techniques.

Ability to:

- Establish and maintain effective working relationships;
- Plan and organize work to meet schedules and deadlines;
- Collect, analyze, and interpret data;

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- Research, interpret, explain, and apply applicable laws, codes and regulations;
- Read, interpret, and record data accurately;
- Organize, prioritize, and follow-up on work assignments;
- Follow written and oral directions;
- Observe safety principles and work in a safe manner;
- Communicate effectively and concisely, both orally and in writing;
- Handle confidential information with discretion;
- Work necessary hours and times to accomplish goals, objectives and required tasks;
- Deal with all levels of employees and the public;
- Initiate and accomplish work in a timely manner;
- Assume responsibility for providing effective customer service;
- Effectively handle stressful situations;
- Assume responsibility for maintaining a safe working environment.

Education and Experience Guidelines – Any combination of equivalent education, training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training/Experience:

- High school diploma, or equivalent, and an Associate’s Degree in computer science, information systems or the direct equivalent experience.
- Four (4) years of experience with operating system and application software, personal computers, local area networks, wide area networks, servers, laptops, LCD projectors, printers, routers, switches, hubs, networking cable, small tools, and standard office equipment.
- Two (2) years of experience in Information Technology support, training or analysis.

License and Certifications:

- A valid California Class C Driver’s License and a satisfactory driving record;
- MCSE, MCSA, MCP, or other current industry certifications preferred.

Physical Requirements:

- Must meet approved physical and pre-placement medical standards for the position.