May 2021
FLSA: Non-Exempt

IT SYSTEMS SPECIALIST

DEFINITION

Under general supervision, performs a variety of specialized technical duties related to the installation, operation, maintenance, and repair of computer hardware, software, communication systems, and related equipment; sets up, maintains, troubleshoots, and repairs a variety of information systems including networks, servers, peripherals, operating systems, and user applications in support of the District's staff and patrons; assesses user training needs and trains users in effective use of applications and equipment; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey level classification is responsible for independently performing specialized duties in support of computer hardware, software, communication systems, and related equipment. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

- Installs, troubleshoots, configures, and maintains a variety of technology systems including those related to operating systems, hardware, software, servers, networks, electronic media, data communication, personal and mobile computing, Wi-fi, and related devices.
- Responds to user inquiries and requests and provides technical assistance on computer systems and equipment, related hardware and software and standard applications; provides help desk support; performs troubleshooting of hardware, software, and network problems, and coordinates action by District staff and/or outside maintenance vendors to resolve identified problems.
- Ensures the functionality and operational stability of information technology systems by monitoring system performance and evaluating and effectively responding to requests for assistance from users.
- Evaluates and diagnoses computer hardware and software problems associated with the District's computers and related equipment; performs diagnostic testing; repairs equipment.
- Installs and supports new hardware and new and/or upgraded versions of software applications; installs software security patches.
- Moves and sets up workstations; supplies workstations with computer terminal, network connection, and telephone; installs, maintains, and troubleshoots voice connections, cabling, instruments, and switches; tests and certifies each installed connection.
- Performs routine local area network (LAN) administration tasks; establishes a maintenance schedule for computers and peripheral devices; performs systems backup.

- Communicates and interfaces with end users; instructs end users concerning computer systems and software applications.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Performs various system quality assurance activities; tests and troubleshoots system issues using appropriate diagnostic tools; executes testing plans to validate functionality and resolve issues.
- Performs periodic systems support functions, such as backing up files and loading software updates.
- Serves as technical resource for management staff on assigned projects, gathers user and systems requirements, works with vendors, contractors, project managers, and other project staff, installing, configuring, testing, and providing general technical support, and developing technical and user documentation.
- Requests supplies, equipment, hardware, software, and materials; contacts vendors for competitive prices and recommends purchase; maintains accurate inventory of supplies, materials, and equipment; requests and receives instructional materials for assignments.
- Coordinates with other information technology staff to resolve problems with system applications; works with software providers to accomplish specific maintenance and modifications tasks.
- Oversees the records, logs, and files related to equipment distribution, inventory, warranties, repair history and preventive maintenance schedules; contacts manufacturers and sales representatives regarding repairs and warranties; orders and tracks equipment.
- Stays abreast of current trends and developments in the fields of information technology.
- Collects and reports data regarding usage of automated office equipment and performance.
- Observes and complies with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Operations and services of comprehensive information technology programs.
- Operational characteristics of desktop, network, and telecommunication systems hardware, software, and peripheral equipment.
- Integrated Library Systems, configurations and troubleshooting.
- Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving desktop computer hardware, software, and routine network system issues.
- Diagnostic tools used in troubleshooting hardware, software, and connectivity issues.
- Software applications used by District staff and patrons.
- Applications and functions of computer hardware, software, and peripheral devices.
- Tools and equipment used in testing the functionality of computer systems.
- General principles, methods, and techniques used in designing, developing, testing, and implementing information technology systems.
- A diverse range of operating system, network, applications, and associated peripherals, such as servers, printers, and related devices.
- Computer and peripheral equipment maintenance methods and procedures.
- Applicable federal, state, and local laws, regulations, ordinances, policies, and procedures relevant to assigned areas of responsibility.
- Record keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Perform a variety of specialized duties in support of the District's technology programs and services.
- Understand and apply a wide variety of information technology systems.
- Install and configure desktop computers, associated hardware, software, and peripherals, and connect to network systems.
- Elicit information from client users to triage requests and identify appropriate action.
- Monitor assigned systems for performance issues.
- Learn to use new and existing hardware and software.
- Participate in the design, development, testing, and implementation of new technology systems.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, procedures, and standards relevant to work performed.
- Present effective training programs and train users in the application and use of computer hardware, software, equipment, and technology.
- Compose clear and concise correspondence and reports.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
- Equivalent to an associate degree in management information systems, computer science, information technology, or a related field.

Experience:
- Three (3) years of increasingly responsible experience in the installation, maintenance, and repair of computer/network hardware, software, and peripherals.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds, or heavier weights with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

SPECIAL CONDITIONS

Public Employees Disaster Service Worker. In accordance with Government Code Section 3100, California public employees may be called upon to perform assigned disaster service worker duties in the event of an emergency or a disaster.