

CITY OF ARCADIA

INFORMATION SYSTEMS SPECIALIST

DEFINITION

Under direction, to perform a variety of duties involved in assisting with end user, computer, and network related problems; to troubleshoot the operating system, access to network resources, word processing related problems, and other applications; to provide computer related training to end users;; and to assist in the project management and user training of new applications purchased and deployed by the City.

SUPERVISION EXERCISED

May exercise supervision over part-time employees.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Perform duties that include the troubleshooting and diagnosis of user reported problems with computer and peripheral hardware, applications, and network connectivity.

Assist in routine tasks such as changing backup tapes, updating software, changing passwords and adding/modifying users on Microsoft Windows and Linux server platforms.

Assist users in the basic maintenance of their computer equipment, including repairing and upgrading PC's, replacing faulty equipment, and maintaining various local and network printers and other equipment.

Perform Help Desk duties including taking incoming calls, evaluating problems, and resolving issues by phone and in person.

Assist with installation of computer hardware, software and peripherals.

Download software and files from/to the Internet.

Review logs and run reports.

Schedule and monitor daily backups of all servers; and restore files as needed.

Create, modify, and update web pages for the Department's website.

Implement and update specialized software.

Perform basic maintenance on departmental servers.

Communicate and interface with vendors and the Information Systems Division.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Desktop applications including MS Office, PowerPoint, Outlook, Word, Excel, and Access.

Basic understanding of operating systems, including Microsoft Windows and Windows Server, Linux, Mac OS, and Chrome OS.

Computer hardware, applications, and network connectivity.

Wireless and wired networking concepts.

Principles of file management and design.

Modern office practices, methods, and computer equipment.

Principles and procedures of record keeping and reporting.

Work simplification methods.

Program logic.

Problem solving techniques.

Web design and editing, including HTML and CSS.

Training and instructional techniques.

Safe driving principles and practices.

Skill to:

Operate modern office equipment including computer equipment and peripherals.

Operate a motor vehicle safely.

Ability to:

Plan and organize work to meet schedules and deadlines.

Handle multiple concurrent projects and manage priorities and tasks.

Prepare and maintain accurate and complete records.

Communicate clearly and concisely, both orally and in writing.

Keep up with changes and advances in technology.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Experience:

Two years of experience in office desktop applications including Microsoft Word, Excel, and Access. Experience with Microsoft Windows Server and Windows 7, or comparable software, including network functionality of both. Experience with Ethernet topology, hardware and concepts.

Training:

Equivalent to an Associate's degree with major course work in computer science or a related field.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment with some ability to sit, stand, walk, crawl, kneel, stoop, twist, and lift 50 lbs; some exposure to electrical hazards; ability to travel to different sites and locations; availability for on-call and stand-by.

Effective Date: July 2002

Revised Date: May 2016