



Innovation and Technology (IT) Specialist

SUMMARY

Under limited supervision, performs a variety of advanced technical duties in support of the Town's technology systems; assists in the planning, coordination, implementation and support business applications, and network and telecommunication systems; coordinates assigned activities with other departments and divisions, outside agencies, and the general public; provides backup and escalated help desk support; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Innovation and Technology Officer. May exercise functional supervision over technical staff, vendors, and consultants as directed.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Assists in the day-to-day operations, administration, implementation and maintenance for multiple assigned network and telecommunications systems, and business applications such as websites, Audio/Visual and Broadcasting, Enterprise Resource Planning (ERP), relational databases such as Microsoft SQL, and Geographic Information Systems (GIS).
- Implements, configures, maintains and provides advanced help desk support and troubleshooting of computer, network and telecommunications systems, including related hardware such as routers, switches, servers, peripheral equipment such as printers, and security related devices, business applications and software, data and voice connections at various sites, including lease lines, landlines, and mobile devices, cabling, and other technology systems as assigned.
- Monitors, evaluates, and analyzes the Town's technology systems performance, needs, and requirements; isolates the cause of system failures; maintains operational efficiency and load balancing of the systems; tracks possible problem areas affecting response time and prepares recommendations for correction of problems and improvement in performance; performs diagnostic testing and analysis; develops and recommends application and resource priorities; ensures that the operational, environmental, and application software are kept up with current release levels.
- Assists in developing justifications and recommendations for acquisition of computer hardware and software; preparing of specifications for bid documents and evaluations of proposals; reviewing and evaluating contracts and proposals.
- Assists in developing and implementing backup policies and procedures; performs and maintains system and data backups in accordance to established retention policies.

- May develop applications, scripts, and macros to enhance, expedite, and automate various tasks; utilize SQL scripting and reporting software such as SQL Reporting Services and Crystal Reports, to create ad-hoc queries and reports.
- Researches, evaluates, and recommends the purchase of equipment and supplies.
- Maintains inventory, tracks, and receives a variety of computer and telecommunication systems equipment, software applications, supplies, training materials, and related needs; adheres to established purchasing procedures.
- Assists in developing, implementing, maintaining, and enforcing the Innovation and Technology Department's operational policies and procedures.
- Participates in the development and management of budgets as directed.
- Provides necessary instruction to end users on the Town's technology systems; develops training documentation and performs formal and informal training sessions as assigned;
- Attends and participates in professional group meetings and conferences; stays abreast of current trends, technologies and developments in the fields of information technology, computer software programs and networking systems.
- Provides emergency and on-call support response to reduce down-time, correct errors, monitor vendor activity, off hours scheduled maintenance, and system failures or on an as needed basis; may be required to carry a Town-supplied cell phone during on-duty and off-duty hours.
- Maintains confidentiality of work-related issues and Town information.
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the professional-level class in the innovation and technology series that implements, administers and supports multiple assigned business applications, and network and telecommunication systems. Assists the Innovation and Technology Officer with the planning and development of the Town's technology systems, policies, and procedures. This class is distinguished from Innovation and Technology Coordinator in that the latter may have supervisory responsibilities over assigned Innovation and Technology Department functions and staff.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Minimum of an Associate degree in computer science, information technology, business administration, GIS, or a related field; AND four (4) years of recent related responsible computer systems, systems analysis, network management, or related experience. Bachelor's degree in one of these fields or possession within probationary period (12 months) is desired.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- May require Microsoft Certified Systems Engineering, Cisco Certified Network Associate, and/or Geographic Information Systems Professional.

Knowledge of:

- Operational characteristics, services, and activities of information technology.

- Advanced level of Microsoft desktop and server operating systems, mobile operating systems, and related network and telecommunications.
- Modern and complex principles and practices of computer systems, network and telecommunication systems, and audio/visual systems management, analysis, design, programming, and maintenance.
- Complex network and telecommunication systems configuration and troubleshooting, cabling and inter-networking principles.
- Relational database management, SQL scripting, database reporting, data processing management and general administration practices and techniques.
- GIS operations and related solutions such as ArcGIS and AutoCAD.
- Standard Website and Web Application development languages.
- Research techniques, and principles and procedures of record keeping and technical report writing.
- Modern office practices, methods, and procedures.
- Technical and business applications, including current releases of Microsoft Office, system monitoring, and other software required to accomplish the essential functions listed.
- Techniques for providing a high level of customer service to public and Town staff, in person, in writing, and over the telephone.
- Techniques for dealing effectively with the public, vendors, contractors.
- Principles and practices of effective employee supervision
- Project management techniques and principles
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- Applicable Federal, State, and local laws, codes, and regulations.
- English usage, grammar, spelling, vocabulary, and punctuation.

Ability to:

- Performing complex computer, network, and telecommunication system operations, monitoring, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- Operating, installing, maintaining, configuring, and troubleshooting a variety of highly technical computer equipment and peripherals.
- Implementing comprehensive computer, network, and telecommunication operations-related projects and training programs.
- Analyzing problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of established goals.
- Interpreting and applying applicable policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Researching, developing, and recommending cost-effective technical system improvements.
- Adequately preparing and maintaining records, reports, documentation and system procedures.
- Effectively planning, organizing, and prioritizing tasks and projects; organize own work and workspaces, set priorities, and meet deadlines.
- Operating modern office equipment including computer, network, and telecommunication equipment, and business applications.
- Using English effectively to communicate in person, over the telephone, and in writing.
- Using tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establishing and maintaining effective working relationships with those contacted in the course of the work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, 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, typewriter 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 necessary to perform job functions up to 75 pounds.

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.

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program for on-call and callback assignments, and after hour Town Meetings and events.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*