



Innovation and Technology (IT) Specialist

SUMMARY

Under general supervision, provides advanced desktop support and other technical duties for all hardware and software systems as assigned, which may include network and telecommunications systems, business applications as well as websites, audio/visual and broadcasting systems, enterprise resource planning (ERP) solutions, relational databases, and geographic information systems (GIS); provides backup and escalated help desk support; performs related duties, as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Innovation and Technology Officer and/or higher-level technical staff, as assigned. 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, maintenance and support for multiple assigned systems.
- Provides advanced help desk support and troubleshooting of computer, network and telecommunications systems, including related hardware, peripheral equipment such as printers, security related devices, business applications and software, data and voice connections at multiple sites including lease lines, landlines, and mobile devices, cabling, and other related technology hardware and software systems.
- Assists with monitoring, evaluating, and analyzing the Town's technology systems performance, needs, and requirements; isolates the cause of system failures; tracks possible problem areas affecting response time and prepares recommendations for correction of problems and improvement in performance; performs diagnostic testing and analysis.
- 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; researches, evaluates, and recommends the purchase of equipment and supplies.
- 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.
- 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.
- Stays abreast of current trends, technologies, and developments in the fields of information technology, computer software programs and networking systems; may attend and participate in professional group meetings and conferences.
- Provides emergency and on-call support response to reduce down-time, correct errors, monitor vendor activity, off hours scheduled maintenance or support, 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 provides advanced support of multiple assigned business applications, and network and telecommunication systems. Assists the Innovation and Technology Coordinator with the administration and implementation of the Town's technology systems, policies, and procedures. This class is distinguished from Innovation and Technology Coordinator in that the latter may exercise supervisory responsibilities over assigned Innovation and Technology Department functions and staff, including vendors and consultants as directed.

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 information technology, computer science, business administration, or a related field; AND four (4) years of recent related responsible computer systems, systems analysis, network management, or related experience. A combination of additional experience along with industry certifications, may be substituted for degree requirement.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

Knowledge of:

- Operational characteristics, services, and activities of information technology; Modern professional office practices, methods, and procedures.
- Intermediate 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.
- 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.
- 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.
- 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:

- Perform computer, network, and telecommunication system operations, monitoring, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Implement comprehensive computer, network, and telecommunication operations-related projects and training programs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of established goals.
- Interpret and apply applicable policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Research, develop, and recommend cost-effective technical system improvements.
- Adequately prepare and maintain records, reports, documentation and system procedures.
- Effectively plan, organize, and prioritize tasks and projects; organize own work and workspaces, set priorities, and meet deadlines.
- Operate modern office equipment including computer, network, and telecommunication equipment, and business applications.
- Communicate effectively in person, over the telephone, and in writing with people at all organizational levels.
- Using tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work completed.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

In the performance of daily activities, this position may require prolonged or intermittent sitting, standing, climbing ladders, walking on level, uneven, or slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting/crouching, and repetitive hand movement using a computer keyboard and mouse. May be required to lift and carry items weighing up to 75 pounds. May be required to run cabling and operate necessary tools. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood.

Work is performed mostly in an office environment and in close proximity to other workers. May be exposed to excessive noise levels. Incumbent shall be exposed to those conditions normally encountered in a business office and data center environment, and will occasionally be required to operate a motor vehicle to travel to different sites and locations; when working outdoors the incumbent may encounter extreme weather conditions, including wet, hot, cold, wind, snow, ice, and heavy vehicle traffic.

Incumbent may be required to work evenings, weekends, and holidays, and must have the stamina to work long hours for after-hours emergency response for on-call and callback assignments and attend 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.