



INFORMATION TECHNOLOGY SUPPORT SPECIALIST

Department: Administration
Range:

FLSA Status: Non-Exempt
Effective Date: September 1, 2010

General Purpose

Under general supervision from the Information Technology Administrator, to provide technical assistance in the information technology functions and services of the District; to assist in the daily operation and maintenance of the computer systems, networks, communication equipment, personal computers, servers, and related equipment; to provide a variety of system software support; to assist in managing and monitoring data and user security; and to perform related duties as required.

Essential Duties and Responsibilities

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

- Assists in the daily operations of all District information technology functions and activities.
- Assists in maintaining daily operations and configuring of District-wide Area Network, Microsoft 2003/2007 network infrastructure, AS400 I series and Sun guard applications.
- Configures and maintains routers, switches and hubs for the network systems; performs troubleshooting procedures and designs resolution scripts.
- Assists in maintaining daily operations of District's electronic and voice communication systems, surveillance systems, VPN access and remote environments, and access to these systems.
- Maintains and supports the proper installation, maintenance and operation of District's information technology equipment; determines necessary preventative and corrective equipment maintenance.
- Monitors, maintains and troubleshoots various proprietary software programs for the District.
- Installs new software releases and system upgrades; evaluates and installs patches; maintains data files and monitors system configuration to ensure data integrity.

- Maintains system security and confidentiality including firewalls, intrusion protection software and devices, and virus prevention and protection; maintains all system passwords and access codes.
- Assists in writing programs based on systems requirements; documents programs pertaining to all District systems.
- Assists in updating and maintaining the District's Webpage and Intranet, including content development and design.
- Assists users in solving problems related to their data on the computer; analyzes, codes, tests and debugs database programs.
- Coordinates all testing of software before implementation.
- Evaluates department requests for additional computer and communication hardware; identifies costs and prepares recommendations of equipment and software.
- Provides training to District staff in the use of computer software resources.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

Qualifications

Knowledge of:

- Principles and practices related to information technology, system security and data systems management and processing.
- Local area network hardware and software, including servers, operating systems, printers, peripherals, terminals and wiring.
- System maintenance and troubleshooting for personal computers and servers in the network including difficult and complex issues.
- Current and pertinent programming languages.
- Current software packages applicable to accounting, customer service, human resources/payroll systems and project management.
- Current Microsoft Office software, server tools and Microsoft Exchange.
- Research techniques, methods and procedures.
- District organization, functions, and policies related to information technology.
- Safe work practices.

Ability to:

- Accurately evaluate hardware and software requests.

- Recommend purchase of equipment, services and supplies.
- Analyze, interpret and report research findings.
- Diagnose, troubleshoot, repair, and maintain District's information technology systems including difficult and complex issues.
- Work successfully with contract management systems, database software, human resource systems, internet software, financial systems and project management software.
- Provide information technology training and support to District personnel.
- Assist in identifying information technology solutions.
- Analyze problems, identify, recommend, and implement solutions.
- Establish and maintain cooperative working relationships with others.
- Communicate clearly and concisely, both orally and in writing.
- Operate a vehicle observing legal and defensive driving practices.
- Operate standard office equipment, personal computers, Internet, and Microsoft Office software products.
- Observe proper safety precautions.

Minimum Qualifications

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Education:

A bachelor's degree from an accredited college or university in computer science, information systems/technology, business administration, or a related field; and

Experience:

A minimum of two (2) years of progressively responsible experience working with networks, servers, operating systems and personal Computers, and a minimum of one (1) year of programming and developing systems and procedures for use in database management. Up to eight (8) years of additional qualifying experience may be substituted for the required education, on a "two for one" basis (two years of experience for one year of education).

Necessary Special Requirements

Must possess an appropriate valid, Class "C" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

Must possess a Cisco Certificate in Network Administration (CCNA).

Must possess a Microsoft Systems Certified Engineer (MSCE) Certification.

Physical Tasks and Environmental Conditions

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis.

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle, or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Article 3.306

Advancement in salary is not automatic. It should be considered a reward for meritorious service. The General Manager may authorize the advancement of an employee who has performed twelve (12) months continuous satisfactory service.

An employee who furthers his/her knowledge in the field or employment may become eligible for consideration of a salary review by the General Manager. The General Manager may authorize reimbursement to the employee for cost of tuition, registration fees, required text books, certification costs and other related charges upon proof of receiving a passing grade, and /or certificate, whichever may be appropriate or both.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.