

City of
EDMONDS
Washington

IT SYSTEMS SPECIALIST

Department:	Information Technology	Pay Grade:	NE-13
Bargaining Unit:	SEIU	FLSA Status:	Non-Exempt
Revised Date:	October 2012	Reports To:	Information Systems Supervisor

POSITION PURPOSE: Under general direction, responsible for installation, maintenance, and support services related to the City's information services infrastructure, including: software applications, systems software, and voice systems communication equipment; installs, configures, administers and provides support for applications as well as basic level user support, technical assistance and training in the use of the computer systems, equipment and software and diagnoses problems and determines appropriate action.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Configures, administers, and maintains the City's database, storage, application servers and voice systems communications, including: analyzing, reporting on performance and recommending changes to optimize efficiency, security and effectiveness.
- Installs and administers specialized client/server applications and trains users and provides customer service, technical assistance and training to the City Staff on the PC hardware, operating system and application software.
- Installs and/or upgrades systems and application software; serves as internal helpdesk for users.
- Coordinates and provides individual and small group training on new and existing software applications.
- Assists individuals with special application needs such as: design and use of core finance applications, databases, internet, office productivity applications, website development and maintenance, graphics, file recovery, communication and related uses.
- Assists with the development of specifications for purchases of new storage, servers, PC's and peripheral devices.
- Assists with troubleshooting problems with servers, applications and desktop computer systems and peripheral devices, and makes needed repairs and adjustments.
- Tracks calls for assistance and performs testing and evaluations on new server, storage, and PC hardware and software applications.
- Recommends new hardware and applications and assists staff with the selection and acquisition process.
- Performs configuration and imaging of systems, administers, configures changes and upgrades to applications and operating systems.
- Troubleshoots and corrects hardware and software problems, including printers, modems, servers, PC's, standard software, operating system, LAN and network equipment.

JOB DESCRIPTION

IT System Specialist

- Works with other IT staff to solve problems in advance and installs or moves PC's and peripheral equipment.
- Performs or assists in periodic system maintenance including: backup, security, disc space management and monitoring LAN performance.
- Operates computer and office equipment as well as various audio/visual equipment for presentations and performs routine maintenance on City websites and assists staff with design and changes on website operations.
- Provides support to the Department on matters as directed, also may serve as staff on a variety of committees.
- Attends and participates in professional group meetings, maintains awareness of new trends and developments in the fields related to area of assignment and incorporates new developments as assigned.

Required Knowledge of:

- Functions of server operating systems (Windows 2008 and Linux recent release) and software including storage management, server configuration, active directory, DNS, group policies, scripting, Microsoft SQL and MySQL databases and electronic mail.
- Operations and administration of a variety of desktop computer systems running windows 7 or later and recent releases of Linux, Microsoft and Open office software applications, PowerShell and bash scripting languages, virus checking software; and PC diagnostic software and peripheral devices.
- Operations and administration of both STD and IP telecommunications equipment.
- Familiarity with Open Source Software Concepts.
- Principles of training and providing work direction.
- Operation of audio-visual equipment and computer and assigned software.
- Project management principles and practices.
- Record keeping techniques.
- Research and data collection methods and report preparation.
- Federal, state, and local laws, rules, and regulations related to assigned activities and programs relevant to assigned functions.
- Effective oral and written communication principles and practices.

Required Skill in:

- Providing technical and policy expertise to department management including preparing analyses and reports.
- Developing and recommending scopes of work and implementation plans for specific projects.
- Analyzing problems, identifying basics, and providing clear solutions.
- Using the TCP/IP protocol and working in UNIX and Windows environments.
- Providing technical support to users in assigned area.
- Analyzing problems and recommending appropriate solutions.
- Meeting schedules and timelines by planning and organizing work, prioritizing tasks and using time effectively.
- Adapting to changes in technology.
- Interacting with users and office staff in non-technical, clear terms.
- Handling complex multiple tasks and prioritizing effectively.
- Interpreting and applying federal, state and local policies, laws and regulations related to assigned work.
- Utilizing personal computer software programs and other relevant software affecting assigned work.
- Establishing and maintaining effective working relationships with staff, management, vendors, outside agencies, community groups and the general public.

JOB DESCRIPTION

IT System Specialist

- Applying program/project management techniques and principles.
- Communicating effectively verbally and in writing.

MINIMUM QUALIFICATIONS:

Education and Experience:

Bachelor's Degree in Information Technology, Computer Science or related field and two years of experience that includes work with database concepts, application programming, systems design, networking, PC troubleshooting, user support, and Microsoft Office applications; OR an equivalent combination of education, training and experience.

Required Licenses or Certifications:

Valid State of Washington Driver's License.

Must be able to successfully complete and pass a background check.

WORKING CONDITIONS:

Environment:

- Indoor work environment.
- Constant interruptions.
- Driving a vehicle to conduct work.
- This position works a regular schedule; however incumbents may be required to work some holiday, evening and/or weekend hours to respond to emergencies and/or to implement specific projects.

Physical Abilities:

- Hearing, speaking or otherwise communicating to exchange information and make presentations in person or on the phone.
- Operating/using a computer keyboard or other office equipment.
- Reading and understanding a variety of materials.
- Sitting, standing or otherwise remaining in a stationary position for extended periods of time.
- Bending at the waist, reaching overhead, above the shoulders and horizontally, stooping, kneeling, crouching, crawling, or otherwise positioning oneself to accomplish tasks.
- Lifting/carrying or otherwise moving or transporting PC's, monitors and associated equipment during the installation or maintenance of such equipment up to 50 pounds.

Hazards:

- Prolonged exposure to glare from computer monitors.
- Exposure to heavy dust in some work areas.
- Occasional exposure to toxic or caustic chemicals, i.e. copier toner.

Incumbent Signature: _____ **Date:** _____

Department Head: _____ **Date:** _____