

## INFORMATION TECHNOLOGY (IT) SPECIALIST

### JOB DESCRIPTION

**Classification Responsibilities:** An Information Technology (IT) Specialist performs tasks in customer service, computer installation, and inventory control. Tasks may include: assisting customers by providing quotes and budget requests for hardware, software, and peripherals for customer-funded orders; assisting the customer in obtaining the training necessary to use the products; responding to customer's problems with hardware, software, peripherals, and researching solutions on a Citywide basis; receiving, preparing, and processing routine customer service requests for standard hardware and software; assisting technical personnel by researching and preparing non-routine orders; demonstrating an understanding of cabling practices; researching, coordinating, and requesting cable installation for personal computer (PC) moves and installs; assisting IT Analysts, Engineers, and Technicians in installing PCs to existing cabling; maintaining, auditing, and verifying data in the Asset Management System (example: recording proper information, verifying serial numbers on equipment, and updating records); maintaining accurate information regarding components and configurations; coordinating asset management with other City departments; assisting Help Desk with trouble calls; verifying the proper recording and filing of the original license for installed software; scheduling installations, moves, cycle replacements, etc.; creating and preparing installation sheets for configuration team and installers; maintaining, updating, and creating databases and reports for asset management, inventory, and scheduling activities; updating pricing sheets/catalog for standard hardware, software, and peripherals; working with vendors to establish pricing for standard items; and conducting routine audits on pricing and cataloging adjustments as necessary; and ensuring all work is done in alignment with City and IT long-term strategies.

**Distinguishing Features:** The IT Specialist must have strong product knowledge of computer hardware, software and peripherals along with licensing requirements in order to perform day-to-day activities. The IT Specialist is required to use independent judgment and initiative in performing day-to-day activities. This class is supervised by an IT Services Leader who reviews work through results achieved, meetings, and conferences. This class is FLSA nonexempt.

### QUALIFICATIONS

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from high school or GED. Considerable (3 - 5 years) experience with PC hardware, software applications, workstation installation and maintenance, and data communications network activities, preferably in a customer service capacity.

**Special Requirements.** Because of the confidential, sensitive nature of information handled, successful completion of a background investigation and polygraph is required (*by assignment*).

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures (*Police Department Assignment*).

**Preferred/Desirable Qualifications.** None.

## ESSENTIAL FUNCTIONS

**Communication:** Communicates with the general public, other City employees, vendors, and management in order to respond to inquiries, resolve problems, determine hardware and software needs, track assets, and provide customer service. Provides basic computer hardware and software support and training. Prepares written documents such as Customer Order Forms to order computer equipment and supplies, follow-up on computer-related problems and projects, and respond to inquiries.

**Manual/Physical:** Enters data or information into a PC to maintain databases, complete division reports, update Asset Management System, create a variety of forms, and prepare orders. Operates a variety of standard office equipment (example: facsimile machine [fax], PC, telephone, etc.). Meets scheduling and attendance requirements.

**Mental:** Prioritizes and assigns own work such as ordering equipment, computer-related projects, customer service problems, etc. Coordinates work activities and installations with other division employees and department representatives. Performs mathematical calculations and statistical computations to calculate order totals and prepare budget figures for computer purchases. Conducts research and analyzes data in regards to asset problems and examine product quotes. Comprehends and makes inferences from written material to maintain proficiency in computer-related duties. Learns job-related material through on-the-job training regarding updated and new technologies.

### Knowledge and Abilities:

Knowledge of:

project planning and execution principles and methods;  
inventory control and recordkeeping methodology;  
research and design techniques, methods, and procedures;  
basic PC software, including word processing, spreadsheets, and database management programs; and  
basic PC hardware including personal computers, printers, peripherals and cabling techniques.

Ability to:

compile data for special and periodic reports;  
maintain complex records and/or databases, and prepare accurate reports from such records;  
properly interpret and make decisions conforming to City and Department of Innovation and Technology (DoIT) regulations and policies;  
carry out assignments independently and without specific instructions;  
anticipate changes in the priorities of tasks or volume of work to be accomplished; and  
establish and maintain effective working relationships with management, coworkers, and the public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 3/20

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INCREMENTS 39-200

PAY RANGE: 46

IND-8810

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