INFORMATION TECHNOLOGY SPECIALIST

DEFINITION

Under general supervision, assists with the daily functions, operations, activities, projects, and programs of the District's information technology, telecommunications, and library system functions; supports the IT and Technical Services manager in ensuring IT programs fulfill the business goals and objectives of the District; provides reliable, responsible, and informed IT support to patrons, staff, and management; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Information Technology and Technical Services Manager. Does not provide supervision over any staff.

CLASS CHARACTERISTICS

This is a journey-level paraprofessional classification within Information Technology and Technical Services Department. Incumbents are expected to function independently with projects, technical assignments, and exercise judgement and initiative in all their assigned tasks. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

➢ Assist with the daily functions, operations, activities, projects, and programs of the District's information technology (IT) and telecommunications functions; provides model adoption of IT and T.S. initiatives; helps the IT programs fulfill the business goals and objectives of the District.

➢ supports the implementation of goals, objectives, policies, procedures, and work standards for the utilization, maintenance, repair, and enhancement of the District's information technology and telecommunications systems.

➢ Resolves computer system problems as they occur; assist in ensuring necessary repairs and maintenance on District IT and telecommunications equipment and systems are carried out in a timely manner.

➢ Provides high-quality internal and external customer service; performs technical support, installation, maintenance, and repair of hardware including computers and other equipment such as radio frequency identification (RFID), remote and virtual computer access systems, building alarm systems, security cameras, telephones, cell phones, voicemail, desktop computers, laptop computers, servers, printers, photocopiers, local and wide area networks, operating systems, enterprise applications, Integrated Library System software, electronic mail, and Internet access.

➢ Reports and records issues or relevant work via ticketing system. Reviews past issues for trends, investigates, and provides solutions issue trends. Communicates and escalates complex issues as needed.

➤ Maintains equipment and parts inventories. Arranges for equipment service and maintenance and orders parts and repairs equipment. Obtains quotes for equipment.

➤ Provides on-site and remote support to end users regarding selection, procurement, installation, training, utilization, and maintenance of all software programs; writes database scripts and queries; generates statistical information and other reports as requested.

➤ Assists staff with development and maintenance of the District's websites and web-based applications and services; ensures all web connections are secured; identifies and implements opportunities to use digital technologies to improve the District's customer service, internal and external communication, and the efficiency and effectiveness of internal operations.

➤ Supports the District's technology-related training programs for library users; assists staff with accessing webinars and other online training services.

➤ May assist in maintaining the accuracy of bibliographic records and materials, which includes ensuring items are validated and uploaded into the Library's information system; confirms consistency of records by making corrections, merging records, or eliminating records.

➤ Conducts regular assessment and evaluation of the Library's collections and applications using statistical data and reports.

➤ Assists in the evaluation of the Library's collection and provides recommendations and implementation for new services, products, policies, procedures, equipment, and staffing.

➤ Assist in the preparation of staff and agenda reports and other necessary correspondence related to assigned activities and services.

➤ Attends and participates in professional group meetings; stays abreast of new trends, innovations, and changes to regulations in the fields of information technology, technology-related library services, and telecommunications; researches emerging products and enhancements and their applicability to District needs; recommends improvements and implements changes accordingly.

➤ Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action; greets and assists internal and external customers in a friendly, prompt, and accessible manner; creates positive experiences for library patrons by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications, and appearance while performing duties in both public and staff areas; works in conjunction with Administration, management, and other District staff to respond to the needs of the public.

➤ Directs the maintenance of working and official division files.

➤ Ensures compliance with District and mandated safety rules, regulations, and protocols as directed by IT and Technical Services Manager.

➤ Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

➤ Principles, practices, methods, and techniques of troubleshooting, diagnosing, and resolving computer hardware, software, network, and telecommunication system issues.
➤ Best practices regarding the development, implementation, and management of information technology and telecommunication systems hardware and software.
➤ Characteristics of various technology systems and equipment, and a general understanding of system features and their integration capabilities.

➢ Methods and techniques of installing, configuring, administering, and monitoring a diverse range of physical and virtual systems.

➢ Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.

➢ Security and monitoring devices and procedures necessary to maintain the integrity and security of data in networked systems.

➢ Principles and practices of database management and administration.Current hardware, software, and programming applications including Voice Over IP, HTML, virtual desktop infrastructure (VDI), remote desktop infrastructure (RDI), firewalls, backup and disaster recovery techniques, and other local network and cloud-based applications.Principals, trends, terminology, techniques, and practices of modern library work.

➢ Methods and techniques of preparing technical and administrative reports, and general business correspondence.

➢ Standard library procedures, current information technology, and Internet and database search capabilities.

➢ Principles and practices of research, analysis, reporting methods, and data collection.

➢ Principles and procedures of record keeping, document processing, and filing systems.

➢ District and mandated safety rules, regulations, and protocols.

➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

➢ The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

➢ Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

➢ Organize, manage, implement, and maintain efficient and effective automated systems to ensure the reliability and integrity of the District's data and system infrastructure.

➢ Perform complex duties in the installation, configuration, administration, and maintenance of technology systems hardware and software in assigned program areas.

➢ Evaluate, research, and diagnose complex user issues and recommend solutions.

➢ Maintain storage of backup computer files; restore files as needed.

➢ Create and manage computer user account access.

➢ Participate in the testing and implementation of new technology systems.

➢ Develop and implement goals, objectives, practices, policies, procedures, and work standards.

➢ Prepare clear and concise reports, correspondence, and other written materials.

➢ Make accurate arithmetic, financial, and statistical computations.

➢ Evaluate a situation, make effective decisions under pressure, and take appropriate action.

➢ Analyze, interpret, summarize, and present technical information and data in an effective manner.

➢ Establish and maintain a variety of filing, record keeping, and tracking systems.

➢ Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

➢ Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:
➢ Equivalent to a bachelor's degree from an accredited college or university with major coursework in computer science, information technology, library science, or a related field.

Experience:
Three (3) years work experience in installation of computer equipment and hardware/software support.

Licenses and Certifications:

➢ Possession of a valid California Driver's License, to be maintained throughout employment.
➢ A+, Network+, Security+, any Microsoft Certification, Cisco Certification, or other similar certifications are highly desirable but not required.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person 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 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 up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may encounter challenging interpersonal situations in the course of their work.

WORKING CONDITIONS

Evening and weekend work may be required as job duties demand.