October 2018
FLSA: NON-EXEMPT
CLASS CODE: 01310

INFORMATION TECHNOLOGY SYSTEMS SPECIALIST

DEFINITION

Under general supervision, performs a variety of technical duties in support of the Court's information system; provides technical desktop support to users; troubleshoots hardware and software problems associated with the Court's computers, telecommunications, network, and security systems, and related equipment; installs hardware equipment and software applications; assesses user training needs and trains users in effective use of applications; makes recommendations regarding hardware and software acquisitions; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision by the Information Systems Analyst Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This technical classification performs a wide variety of support duties related to the Court's computer, telecommunications and security systems, and related equipment. Responsibilities include troubleshooting hardware and software applications, providing technical support to end-users, and assisting in the implementation of new software and/or hardware. This class is distinguished from the Information Technology Systems Administrator in that the latter is a professional-level class responsible for system infrastructure maintenance, administration and monitoring.

EXAMPLES OF TYPICAL 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 that qualified employees can perform the essential functions of the job.

- Provides technical assistance and support for incoming queries and issues related to computer system software and hardware, local and wide area networks, and programs across multiple platforms and technologies; creates, updates and closes IT Trouble Tickets for tracking purposes; monitors IT Trouble Ticket Queue to be processed based on priority; follows up with end-user to ensure issues has been resolved; gains feedback from end-user about usage.
- Identifies, diagnoses, and resolves problems for end-users of the mainframe, personal computer software and hardware, email, internet, and local area network; assists in identifying service trends that may require alternative equipment, and/or changes in types of services provided.
- Communicates and interfaces with end users in person, by email, or over the phone; instructs end users concerning computer systems and software applications.
- Evaluates and diagnoses computer hardware and software problems associated with the Court's computers and related equipment; coordinates timely repair of computer equipment and software covered by third-party vendor maintenance agreements; performs minor desktop hardware repair for computer equipment and peripherals not covered by vendor maintenance agreements.
- Installs and configures network and desktop hardware, software, and peripherals; installs, maintains,

and troubleshoots voice connections, cabling, instruments, interface cards, hubs, and switches; enables network connection; monitors storage utilization; maintains file servers; investigates, analyzes and resolves network-related problems; resolves compatibility issues; recommends and implements network changes and improvements.

- Participates in the evaluation and testing of system upgrades; installs or upgrades in-house or vendor software; troubleshoots hardware and software related problems.
- Maintains and monitors Court websites; provides content management.
- Assists users with operational questions or problems and in the use of computer software applications related to specific departmental activities; provides new user training and ongoing support to keep all end users apprised of changes and upgrades to department computer systems and databases.
- Monitors and maintains various technical components of Court security, including digital recordings, video surveillance systems, digital intercoms, automated security doors, and audio visual systems utilized within Courtrooms.
- Assists in the maintenance and monitoring of system security of the Court network; monitors system access and potential intrusion from outside sources.
- Serves as a technical resource for maintaining, enhancing, and upgrading the department's current and long-term computer system operations.
- Coordinates with other Information Technology staff to resolve problems with system applications.
- Maintains inventory technical assets; tracks and receives a variety of computer systems and telecommunications equipment, software applications supplies, training materials, and related items.
- Enforces information technology operational policies and procedures.
- Stays abreast of current trends and developments in the field of computer software programs and networking systems on a variety of hardware operating systems.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles and practices used in the operation, troubleshooting, maintenance, and administration of network operating systems, personal computer system hardware, mobile computing systems, and related software systems.
- Techniques and methods of computer hardware and software evaluation, implementation, and documentation.
- Troubleshooting, configuration, and installation techniques.
- Principles and practices for identifying systems-related issues and actions needed to improve or correct performance.
- Applications and functions of computer hardware, software, and peripheral devices.
- Computer languages used for business applications.
- Basic procedures for creating and modifying systems security.
- Theory and design of information technology.
- Various operating systems; local area network (LAN) design, operations, and support, such as printers, modems, scanners, CD ROM's, routers, switches, and other network devices and various applications.
- Computer and peripheral equipment maintenance methods and procedures.
- Record keeping principles and procedures.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, and Court staff.

Ability to:

- Perform a variety of technical support functions in the operation and maintenance of personal computer software and hardware; take appropriate action to resolve problems or escalate to appropriate staff as needed.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Perform basic analyses of informational requirements and needs, identify problems, provide technical advice and consultation, and ensure efficient computer system utilization.
- Establish and maintain a computer maintenance schedule.
- Write system procedures.
- Learn to use new and existing software and hardware.
- Train users in the application and use of computer hardware and software.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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:

Equivalent to the completion of an associate's degree from an accredited college or university with coursework in computer science, data processing, or a related field and two (2) years of responsible experience in personal computer system installation and support.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS
Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Court and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas is frequently 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 frequently 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 weighing up to 40 pounds, in all cases with the use of proper equipment and/or assistance from other staff..

ENVIRONMENTAL ELEMENTS
Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.