



JOB TITLE: Senior Information Technology Specialist

DATE APPROVED: August 28, 2018

DEPARTMENT: Information Services

SUPERSEDES:

REPORTS TO: Assigned Supervisor

EMPLOYEE UNIT: Mid-Management

FLSA: Exempt

DEFINITION

To organize, assign and review the work of assigned staff engaged in computer hardware and software maintenance, customer support and training; to perform duties requiring specialized knowledge; and to provide administrative support to assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Information Technology Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel and performing the most complex duties assigned to the series. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

- Receives direction from an assigned supervisor
- Exercises technical and functional supervision over assigned technical staff

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

- Plan, prioritize, and review the work of staff assigned to a variety of information technology support duties.
- Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.
- Participate in evaluating the activities of staff, recommending improvements and modifications.
- Provide and coordinate staff training; work with employees to correct deficiencies.
- Implement and maintain systems to support staff computers remotely.

- Provide assistance to customers with both desktop and server technologies.
- Perform the most difficult and complex client software and hardware troubleshooting at the customer help desk level.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Foster an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices of technical and functional supervision and training
- Client server technologies; network operating systems
- Installation, configuration, and management of servers and desktops; backup and storage procedures
- Methods, tools and techniques of testing, troubleshooting, problem solving and maintenance of hardware and software related to computers, network, and communication systems

Ability to:

- Provide technical and functional supervision over assigned staff; effectively train staff.
- Perform the most complex duties related to information technology hardware and software customer support
- Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff
- Perform server disk configuration, testing, monitoring, and hardware configuration/installation
- Work on board/component level on hardware parts
- Use sound judgment in recognizing scope of authority
- Operate and use modern office equipment including computers and applicable software
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities
- Utilize appropriate safety procedures and practices for assigned duties.
- Communicate effectively orally and in writing

- Relate effectively with people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy
- Establish and maintain effective, cooperative and collaborative working relationships with others

PHYSICAL REQUIREMENTS

- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities is:

- Two years of responsible journey experience similar to Information Technology Specialist II with the City of Watsonville
- Equivalent to the completion of an Associate's degree from an accredited college with major courses work in information systems, computer technology, or a related field

LICENSE AND CERTIFICATION

- May need to possess an appropriate, valid California driver's license as required by the position.