

SYSTEMS SPECIALIST

Job Summary:

Under general direction of an assigned supervisor, performs a variety of specialized computer-related duties including, programming and maintenance of computer systems and providing technical support to the Local Area Network/Wide Area Network (LAN/WAN).

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change, or rescind related duties and work assignments.)

1. Maintains a computer system to efficiently utilize available resources; develops and implements procedures to facilitate performance of the computer system.
2. Modifies existing systems and programs to achieve greater efficiency or to correct logical and procedural deficiencies.
3. Communicates with vendors and City personnel to exchange technical information and schedule operations and user training.
4. Prepares a variety of internal reports, records, documentation, specifications and other materials related to the City's computer systems.
5. Designs and installs stored procedures to execute menu operations; creates reports, statistical analyses, charts and graphs as requested by management.
6. Installs, modifies, tests, and repairs equipment such as computer terminals, modems, multiplexers, cables, printers and optical scanners as needed.
7. Monitors data entry activity to detect or correct errors; executes daily file-save routines; monitors operation of computer and related equipment to detect failures and correct or arrange for solution of problems.
8. Maintains current knowledge of computer equipment, systems and technologies; attends meetings and seminars related to computer hardware and software.
9. Provides technical expertise and makes recommendations regarding the selection, repair and installation of computers and related equipment.
10. Documents and formalizes standards and procedures related to interfacing of computers and peripheral equipment.
11. Operates a variety of computers and related equipment including microcomputer, computer terminal and peripheral equipment.
12. Trains and provides work direction to assigned personnel as required.
13. Analyzes systems hardware and software requirements.
14. Troubleshoots network problems.
15. Implements and maintains anti-virus protection network equipment.
16. Maintains user accounts, e-mail accounts and user access rights.
17. Performs related duties as required.

Qualification Guidelines:

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and/or Experience:

Bachelor's degree in computer science, information systems and three (3) years of full-time, paid experience in computer programming, operating systems and maintenance of computer systems. Experience and/or education in a related field may be substituted on a year for year basis.

Knowledge of:

- Capabilities, uses, operation and service requirements of computers and peripheral equipment.
- New computer programs and systems.
- Basic electronics required for wiring terminals and installing and operating data processing equipment.
- Operation of a variety of computer and related equipment.
- Principles and practices of providing technical assistance, training and work direction.
- Record-keeping techniques.
- Technical aspects of field of specialty.
- E-mail server and e-mail client technology.
- City organization, operations, policies and objectives.
- Training principles.
- Office practices and procedures.

Skill and Ability to:

- Evaluate computer hardware and software and make appropriate recommendations for purchase of equipment.
- Diagnose and correct deficiencies in operating systems.
- Recommend new computer programs and systems.
- Operate a variety of computers and peripheral equipment.
- Operate, service and make repairs on equipment.
- Identify and analyze problems and take effective corrective action.
- Maintain confidentiality.
- Maintain records and prepare reports.
- Effectively communicate orally and in writing.
- Establish and maintain effective working relationships with others.

License:

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record.

Physical Requirements and Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print.
- Require the mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.

- Require the mobility to stand, stoop, reach and bend.
- Require the ability to stand for long periods.
- Perform work which involves the occasional lifting, pushing and/or pulling of objects which may weigh approximately 50 pounds and may occasionally weigh up to 100 pounds.
- Required to work at a computer terminal for prolonged periods.
- May be required to work around electrical current and/or moving mechanical parts.
- May be required to drive city and/or personal vehicle in the scope of employment.
- May be required to work evenings and/or weekends.