



CLASS SPECIFICATION

CLASS TITLE:

INFORMATION TECHNOLOGY ASSOCIATE

DEFINITION:

Under general direction, performs professional, technical, and analytical duties involving the maintenance, implementation and troubleshooting of computer hardware, software and peripheral equipment; provides project support for new and modified information technology / information systems (IT/IS); provides technical assistance to users; may lead project teams and consultants; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single position class responsible for performing the full range of information technology support duties related to hardware, software, and related equipment. This class is distinguished from the Systems Administrator in that the latter is the advanced lead level responsible for planning, designing, and implementing major City-wide computer systems and may provide lead technical direction.

SUPERVISION RECEIVED AND EXERCISED:

Receives general supervision direction from Information Technology Manager or designee.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Plans, organizes and monitors programs and systems within an assigned IT/IS Department functional area.
- Provide systems support for the City's network infrastructure, including analysis, diagnosis, maintenance and troubleshooting of operating, database and network systems.
- Provide technical support in diagnosing and solving problems by telephone or remote access; respond to help desk trouble tickets according to urgency and priority levels; log calls into help desk database and use helpdesk software.
- Install and configure desktop computers, printers, and other desktop peripherals such as scanners, cameras, and PDAs; install and support various software and train customers in the use of hardware and software.
- Support and troubleshoot current desktop operating systems; perform diagnostic testing; analyze root cause of problem and develop long-term solutions; identify and report the more complex network problems to the System Administrator.

- Assist with monitoring and maintaining the City's technology infrastructure and network.
- Serve as project manager related PC deployment, software and hardware procurement and implementation, or hardware consolidation.
- Collaborate with departments to understand business needs and processes; research, analyze and recommend new technologies to meet the business needs of the departments.
- Analyze and solve operating problems; make system modifications as necessary; evaluate and make recommendations regarding requests from departments related to systems development and/or the feasibility of computer applications.
- Evaluate operations and activities of IT/IS customer support; recommend improvements and modifications; prepare various reports on operations and activities.
- Assist with the forecasting of technology needs of City programs and maintain knowledge of current technologies and industry standards.
- Install, configure, maintain and troubleshoot a wide variety of IT/IS applications.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Respect and is sensitive towards the cultural and ethnic diversity of the community.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Principles and techniques of advanced troubleshooting for desktop computer and printers in a network environment.
- Principles, techniques and procedures related to the delivery of information technology services.
- System Development Lifecycle including associated methodologies, tools and processes.
- Principles and techniques of installing, repairing, and maintaining desktop hardware and software.
- Principles and practices for maintaining and configuring computers, device operating systems and peripheral equipment.
- Methods for maintaining network infrastructure and physical servers.
- Project management methodologies.
- Principles and practices of software development, testing and deployment.
- Current office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills to clearly and succinctly convey information and ideas to individuals and groups in a variety of situations.

- Safe work practices.
- Principles and practices of excellent customer service.

Ability to:

- Effectively troubleshoot, diagnose, and resolve hardware and software issues.
- Independently perform system installations, problem correction and repair of equipment.
- Convey department and City policies regarding use of computer and communications systems.
- Analyze, diagnose, maintain, and troubleshoot IT/IS operating systems and applications.
- Train or instruct end users in the use of computer equipment and operating procedures.
- Collaborate with various departments to assess and assist with their technological needs.
- Perform research and data gathering.
- Interpret and convey technical information to non-technical individuals.
- Interpret customer requests to meet service needs and resolve problems.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use current office equipment and technology, 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.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of City goals, objectives and activities.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Possession of the equivalent to an associate's degree from an accredited institution, college or university with coursework in computer science, information systems, or another field of study applicable to the responsibilities and requirements of this job class.

Three (3) years of progressive responsibility performing technical, analytical and support tasks for computer systems.

Special Requirements:

Possession at the time of hire and continued maintenance of a valid California Class C driver's license is required.

IT/IS certifications preferred.

Working Conditions:

Position requires intermittent review of documents related to department operations; observation, identification and problem solving procedural issues; sitting at a desk for long periods of time; intermittently walking, bending, or stooping while installing/repairing equipment; twisting to reach equipment surrounding desk; performing simple grasping and fine manipulation; using telephone, and writing or using keyboard to communicate through written means; and lifting or carrying weight of 40 pounds or less. Work is performed in a typical temperature-controlled office environment subject to typical office noise and environment. Positions may be required to work outside of normal business including evenings and weekends and travel is rare.

WHEN ASSIGNED TO PUBLIC SAFETY (In addition to above):

ADDITIONAL SUPERVISION RECEIVED AND EXERCISED:

Receives technical and functional supervision from the Information Technology Manager and general direction from the Police and Fire Captains, Battalion Chiefs, or designee.

ADDITIONAL DUTIES:

- Configures, monitors, installs, and maintains the mission-critical public safety systems used by the Police and Fire Departments including, but not limited to, Computer-Aided Dispatch (CAD); Police Records Management Systems (RMS); Police Mobile Data Computer (MDC); California Law Enforcement Telecommunications System (CLETS); specialized interfaces; and the public safety radio communications systems.
- Maintains Microsoft Windows-based mobile data computer systems (MDC) in Police Department vehicles, including mobile cellular router equipment and related software.
- Troubleshoots issues with MDCs and cellular router and connectivity issues with the City's designated cellular provider. Maintains catalog of computer images to ensure rapid recovery/deployment of repaired or new computers.
- Coordinates Police Department smartphones, including equipment and service ordering, application deployment, and mobile device management (MDM) platform.
- Maintains fixed asset inventory of designated public safety computer, network, radio, and telecommunications equipment and maintains catalog of public safety software, including licenses and support/maintenance agreements. Provides updates to Finance and other City departments regarding fixed asset equipment, additions, deletions, and changes.

- Coordinate with the Police Department's Agency California Law Enforcement Telecommunications System (CLETS) Coordinator in responding to Department of Justice, Federal Bureau of Investigation, and other oversight entities in responding to queries, audits, and reviews as they relate to technical infrastructure supporting the Department.
- Perform related duties as assigned.

ADDITIONAL QUALIFICATIONS:

Special Requirements:

Successfully pass an extensive non-sworn public safety background investigation that may include, but is not limited to, review of personal history statement, background interviews, reference checks, polygraph examination, psychological evaluation, and fingerprinting.

Category:	Journey
FLSA Classification:	Exempt
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