

INFORMATION TECHNOLOGY SPECIALIST II

Department: Information Technology **Classification/Grade:** 25
Division: _____ **FLSA Status:** Non-Exempt
Reports to: Information Technology Mgr. **Date Approved:** _____

Job descriptions/specifications are only intended to present a descriptive summary of the range of duties, tasks, and responsibilities associated with a specified position. Therefore, descriptions/specifications may not include all duties performed by the individual. In addition, description/specifications are intended to outline the minimum qualifications necessary for entry into the position/class and do not necessarily convey the qualifications of incumbents within the position/class.

DEFINITION

Under direct supervision of the Information Technology Division Manager, provides second level information technology support. Assists in maintaining the integrity and continuous operation of City computers and related technology. Performs a variety of tasks related to assigned areas of responsibility.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

(Essential functions are those functions that the individual who holds the position must be able to perform unaided or with the assistance of reasonable accommodation.)

1. Serve as a representative of the City of Mesquite, demonstrating a positive attitude and progressive actions through the display of professionalism, courtesy, and appropriate tact and discretion in all interactions with other employees and with the public.
2. Expected to perform any or all functions and responsibilities of an Information Specialist I.
3. Perform user and security account administration; review and analyze activity logs for security and system issues, trends and problems; prepare and submit reports and analyses to management.
4. Monitor server systems and network for loading and utilization problems and correct; log and report all anomalies; perform preventative maintenance; ensure the use of sound data storage procedures.
5. Perform more advanced systems and network troubleshooting when problems arise; correct problems where possible; notify appropriate staff and vendors of needed service or action; assist IT staff to resolve more complex problems.
6. Assist with the install of new servers, network systems, software applications and other technology.
7. Perform systems backup and restore procedures, restore individual files and directories when necessary.
8. Maintain server logs, including service and failure records, operating procedures, and records retention schedules.
9. Monitor computer system applications; review application logs and status screens; perform second level diagnostics and corrective actions; ensure application integrity and continuous operation; log and report any anomalies to management.
10. Assist in the development and implementation of information technology policies, procedures and general planning.
11. Attend training, seminars, meetings and trade shows to upgrade knowledge of information technology.
12. Contribute to the efficiency and effectiveness of the division's service to its customers by offering suggestions and directing or participating as an active member of a work team.
13. May drive a personal or City vehicle to attend meetings.
14. Be dependable and meet acceptable attendance requirements at all times.
15. Follow all applicable safety rules and regulations.

OTHER JOB FUNCTIONS

- A. Assist in departmental operations.
- B. Perform other related duties as assigned.

QUALIFICATIONS

The degree of knowledge and ability as outlined under this section is that which is necessary to satisfactory perform the essential functions of this position.

Knowledge of:

- Advanced computer networking and network troubleshooting techniques.
- Advanced server computer systems and troubleshooting techniques.
- The operation of computers and peripherals.
- Advanced Windows operating system navigation procedures.
- Basic record keeping practices and techniques.
- Basic knowledge of audio/visual technology.

Ability to:

- Follow detailed procedures.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective relationships with those contacted in the course of work activities.
- Perform a variety of information technology support tasks.
- Organize own work, setting priorities and meeting critical deadlines.
- Contribute effectively to the accomplishment of team or work unit goals and objectives.
- Observe discretion in dealing with confidential issues.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
- Work any shift.

Experience, Education and Training:

Any equivalent combination of training, education and experience which provides the individual with the required knowledge, skills, and abilities to perform the job. A typical way to obtain the required knowledge and abilities would be:

Education: High school diploma or GED and technical training courses or certifications in computer science related field. Associate or Bachelors degree in computer field preferred.

Experience: Five years of professional level experience performing advanced information technology support.

License or Certificate: Must possess, at the time of employment and continuously throughout employment, a valid Class "C" driver's license.

WORKING CONDITIONS

Work is performed under the following conditions:

Duties require sufficient mobility to work in a typical office setting and use standard office equipment with exposure to computer screens and electrical energy; sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Moderate physical exertion is required due to occasional bending, twisting, reaching, kneeling, walking and standing. Must be able to handle stressful situations, attend some breakfast, lunch, or evening meetings, travel to off-site facilities and must carry/lift/push or pull loads of up to 25 lbs.,

The City of Mesquite is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodation to qualified individuals. The City of Mesquite encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.

Revised & approved: October 2009