City of Woodland

INFORMATION SYSTEMS SPECIALIST

DEFINITION

To support and maintain the information systems and communication devices which are part of the City's Wide Area Network. Incumbent may be assigned to perform networking, database, or Geographic Information Systems (GIS) functions.

SUPERVISION RECEIVED AND EXERCISED

Immediate supervision is provided by the IS Manager or his/her designee. Responsibilities may include the indirect supervision of lower level clerical and technical positions.

EXAMPLES OF DUTIES

The following are typical illustrations of duties encompassed by the job class; not an all-inclusive or limiting list.

ESSENTIAL JOB FUNCTION:

Operate and maintain network computer systems, data communication devices, cabling systems, and software applications. Troubleshoot and perform minor repairs as needed.

Perform routine system administration tasks as needed to respond to customer needs, such as configuring user access, configuring printer/workstation settings on the network, changing backup media, and recovering files from backup.

Operate and maintain database systems, GIS or Internet capabilities, or related software applications and utilities. Perform data collection and produce reports, maps, or other products.

Implement minor system upgrades and modifications. Test programs to ensure correct operations and no adverse impact affects programs or systems. Integrate and configure systems as needed.

Advise and assist in the selection and purchase of computer hardware and software.

Regular and consistent attendance.

OTHER JOB FUNCTIONS:

Promote and maintain safety in the workplace. Ensure adherence to security and data confidentiality guidelines, and provide input on operational processes and procedures.

Serve in a stand-by status after regular working hours and respond to emergency call-outs.

Perform general office duties; conduct data entry, prepare and file routine reports and correspondence.

Consult with the Information Systems Manager regarding all City standards on computer systems.

Prepare and assist in presentations to City Council, miscellaneous committees, and local interest groups.

Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Current computer industry technology, practices trends, and terminology; including computer system operations, maintenance, and networking.

Operation and maintenance of computer components including servers, computers, workstations, terminals, printers, monitors, hard drives, video cards, memory, modems, and related software such as operating systems (Unix and Windows), databases, word processing, spreadsheet, Internet browsers and utilities.

Principles and practices of local and wide area networks, including the implementation and maintenance of client-server hardware, network operating systems, data communication devices, infrastructure components, Internet capabilities, and wireless technology.

Principles, practices and techniques related to database management, geography and cartography, and GIS application and design.

Implementation and maintenance of Internet capabilities through web page development software, programming languages, graphics programs, or other utilities.

Operation and configuration of video conferencing, video and sound systems, projectors, and other equipment used for presentation capabilities.

Standard testing and troubleshooting techniques.

Research techniques and procedures; business letter writing and basic report preparation.

Safe work practices.

Job planning, prioritizing, and scheduling techniques.

Skill to:

Troubleshoot hardware and software problems and make minor modifications and repairs.

Prepare accurate correspondence, reports, maps, diagrams, graphs, charts, exhibits, displays and other descriptive material.

Train and monitor departmental staff in the operation of existing or new systems including explaining concepts to non-technical users.

Collect, organize and analyze data.

Conduct any data entry functions accurately and timely.

Ability to:

Operate and maintain a wide variety of computer systems hardware and software.

Communicate effectively, both orally and in writing.

Establish and maintain effective work relationships with coworkers and those contacted in the performance of required duties.

Work with minimal supervision.

Meet the physical requirements necessary to safely and effectively perform the assigned duties.

MINIMUM EDUCATION AND EXPERIENCE:

Education:

Associate's degree (or the equivalent of 60 completed semester units) from an accredited college or university with major course work in computer science, information technology, or a closely related field. Possession of specialized certificates in computer networking or GIS related disciplines may be substituted for some or all required college education.

Experience:

Three years of experience performing duties of a network computer technician, or GIS analyst for a large organization or municipal government.

License or Certificate:

Possession of a valid California Driver's License.

Council Action: December 7, 2004