

## **TECHNOLOGY SPECIALIST II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION**

Under direction of the Information Services Manager, enhance, maintain and support ongoing technology functions for the City of Belmont information systems and Police RMS/CAD systems. Serve as support contact for computer hardware and software troubleshooting needs in City departments. Perform a variety of duties related to assigned area of responsibility.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Information Services Manager.

**ESSENTIAL FUNCTIONS STATEMENTS**—*Essential responsibilities and duties may include, but are not limited to the following:*

1. Provide installation and use of appropriate hardware and software to meet the information processing needs of various city departments.
2. Install and test newly approved hardware and software components; plan and design test data to validate new or modified applications.
3. Assist in the repair, maintenance, design, replacement and upgrading of city-wide telecommunication systems.
4. Assist as Local and Wide Area Network Administrator; perform daily backup procedures of file servers to maintain network security.
5. Maintain the City's data and voice communications infrastructure including various forms of cabling and wireless communications.
6. Develop and maintain new and existing database support systems.
7. Support and carry out the City's technology plan, policies and procedures; provide technical input and direction for future technological needs.
8. Write information systems program documentation, user procedures, instructions and policies; instruct City staff in the use of hardware and software applications; conduct training programs as required.
9. Maintain current knowledge of hardware, software and network technology and recommend upgrades as appropriate.
10. Support Information Systems Manager and staff in consulting with user departments to identify imaging requirements.
11. Assist with conversion and creation of documents to be published on the Internet.

### **QUALIFICATIONS**

#### **Knowledge of:**

Principles and practices of local and wide area networks.

Principles of data processing systems.

Various hardware, software and network applications.

Operational characteristics of a variety of hardware and software.

Telecommunications systems.  
Methods and techniques of computer hardware and software installation and operation.  
Methods and techniques of troubleshooting basic computer problems.  
Methods and techniques of evaluating and analyzing information system requirements.  
Pertinent Federal, State and Local codes, laws and regulations.

**Ability to:**

Work off-hours, nights/and or holidays as required.  
Be called back or held over in emergency situations.  
Be on-call and carry pager for off hour response to Police Department priority calls  
Clearly communicate technical information verbally and in written form.  
Prepare technical and status reports.  
Learn, retain, interpret and communicate complex information, terminology, policies and procedures concerning information and telecommunications systems.  
Interface with a variety of people from diverse backgrounds and professions.  
Prioritize and manage competing demands and projects in a timely manner.  
Work independently, and meet service requirements.  
Maintain composure in difficult situations, deal effectively with a wide variety of people and technical problems.  
Use initiative and sound independent judgment within established guidelines.

**Education and Experience Guidelines:**

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

**Education:**

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in computer science, information systems, business administration or a related field. Additional qualifying experience or training may be substituted for formal education.

**Experience:**

Three years of increasingly responsible experience with information technology, design, and installation, and computer hardware and software.

**Licensing and certification:**

Possession of or ability to obtain an appropriate, valid California Driver's License.  
Submittal and approval of fingerprint cards for DOJ check.

**WORKING CONDITIONS:**

Environmental conditions: Office environment; exposure to computer screens.

**ADA SPECIAL REQUIREMENTS:**

The following physical abilities and work environment: Ability to sit, stand, walk, kneel, crouch, squat, reach, twist, climb, lift 40 lbs., exposure to confining work space, electrical hazards, ability to travel to different sites and locations, unassisted.