TECHNOLOGY SPECIALIST I

DEFINITION

Under general direction, maintain, support and enhance ongoing technology functions for the City of Belmont information systems and telecommunications systems. Performs a variety of duties related to assigned area of responsibility. This position serves as a support contact for computer hardware and software troubleshooting needs in City departments.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Information Services Director or other management staff member as designated by the Information Services Director.

EXAMPLES OF DUTIES

Depending upon assignment, essential and other important responsibilities and duties may include, but are not limited to the following:

- User technical support.

- Perform the repair, maintenance, design replacement and upgrading of city-wide information and telecommunication systems.

- Assist as Local and Wide Area Network Administrator; perform daily backup procedures of file servers to maintain network security.

- Assist with maintaining mail and file servers, routers, Ethernet and fiber optic cabling, hubs and WAN.

- Provide ongoing maintenance of systems and peripherals.

- Update information and new hardware and software. Monitor operational and application software licensing and updating.

- Maintain current knowledge of hardware, software and network technology and recommend upgrades as appropriate.

- Maintain files and records of operating systems.

- Maintain remote computing capabilities for specific off-site users.

- Special projects as assigned.

QUALIFICATIONS

Knowledge of:

- Information system technologies and related databases.

- HP Proliant Systems, Compaq Systems and various Windows operating systems.

- Computer hardware and software installation, operations and maintenance requirements.

- Platforms include various Windows operating systems.

- Telecommunications systems.

- Operating environments, commands, codes and structures.

- Troubleshooting techniques for basic computer problems and training techniques.

- Methods and techniques for conversion and creation of documents to be published on the internet.

- Methods and techniques of computer hardware and software installation and operation.

- Knowledge of HTML and Website management desirable.

Ability to:

- Be on-call for off hour responses.

- Work off-hours, nights and/or holidays as required.

- Be called back or held over in emergency situations.

- 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.

- Maintain effective working relationships with those contacted in the course of work.

- 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.

- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include sitting for extended periods of time and operating assigned office equipment.

Experience and Training Guidelines

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

Experience:

Three years of increasingly responsible experience with information technology systems and computer hardware and software.

Training:

Equivalent to a Bachelors Degree from an accredited college or university with major course work in computer science, information systems, business administration or a related field. Additional qualifying experience or training may substitute for formal education.

WORK ENVIRONMENT/PHYSICAL DEMANDS

Ability to work in a standard office environment; exposure to computer screens. Ability to travel to different sites and locations unassisted