



# Information Technology Specialist

Job Specification  
Classification: Competitive  
Series: Information Technology  
Level: 1 of 2

**DISTINGUISHING FEATURES OF THE CLASS:** This is the first level of the Information Technology series and is responsible for ensuring the functionality of information systems. Responsibilities may include providing end-user support for applications and systems by troubleshooting technical issues, researching questions, updating systems; reviewing operating policies; coordinating computer updates; updating websites or specialized department programs; and coordinating services with system providers. The work is performed under the general direction of the IT Manager with considerable leeway allowed in procedures, methods, and schedules for equipment maintenance and operation. The incumbent does related work as required.

**EXAMPLES OF WORK ACTIVITIES:** (Illustrative only)

- Perform technical activities related to application development, program and system testing, and business/systems analysis and design related to computer systems.
- Perform or assist in performing technical activities related to the design and development of dynamic, transactional, or interactive web sites; database systems and agency specific application programs.
- Troubleshoots and performs diagnosis and repair for software applications, databases, infrastructure equipment, computer devices other network hardware, tracks help desk tickets on software, hardware, networking issues and performs follow-through to ensure issues are resolved.
- Maintenance and support of computer software, hardware and peripheral equipment in multiple sites including servers, desktop PC's, laptops, PDA's, laser, inkjet printers and plotters and communications equipment.
- Researches new technology; evaluates efficiency, need and operation and makes recommendations as needed.
- Creates, adds, and removes users from various accounts as requested by departments; ensures availability of specific programs to users; resets passwords as requested.
- Trains staff on proper use of new and existing software and equipment, creates documentation for new and existing applications, systems and operating procedures.
- Monitors computer network security; determines which software updates are necessary for system protection.
- Maintains and updates website for City; determines content to be published, graphics, and layout on website.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Business/systems and user requirements analysis.
- Programming languages, database systems and related application development tools.
- System scripting languages, operating system interfaces and related development tools. Software documentation, versioning and change management standards.
- City software applications.
- Computer hardware configuration and components.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:** (continued)

Knowledge of: (continued)

- Network and telecommunication cabling and configurations.
- Recordkeeping principles for maintaining and updating systems.
- Website development and maintenance.
- Customer service principles and practices to assist with help desk requests.

Ability to:

- Install, configure, support and use a variety of software development languages and tools.
  - Analyze dependencies and relationships between various applications and systems;
  - Design and code interfaces for data exchange between applications and systems;
  - Install, configure and use a variety of software and network applications;
  - Create and maintain documentation, logs and records related to applications and systems.
  - Follow oral and written instructions, policies, and procedures for installing and maintaining hardware and software;
  - Configure a variety of internal and external computer hardware components;
  - Prioritize assignments and organize work tasks;
  - Provide training on various applications and equipment to staff or other City departments;
  - Communicate using interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either

- (A) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with a bachelor's or higher-level degree in a computer technology related field; OR
- (B) a bachelor's or higher-level degree in any field supplemented by at least 3 credit hours in computer technology related coursework; OR
- (C) a bachelor's or higher-level degree in any field and at least 6 months of documented experience in a computer technology related field
- (D) An equivalent combination of training and experience as outlined by the limits of above.

Licensing requirements: Valid NYS driver's license appropriate to the vehicles to be operated or otherwise demonstrate the ability to meet the transportation needs of the job.

**SPECIAL NECESSARY REQUIREMENT:** None required.

**Classification history:**

Adopted: 6/20/2006

Revised: 6/17/2008; 1/31/2012\*; 1/23/18

\*Title changed from Information Services Technician (City)