

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**INFORMATION TECHNOLOGY SPECIALIST (SENIOR)**

**CLASS SUMMARY:**

Performs advanced level technical support and assistance to users of multiple data business systems within assigned department or multiple departments; acts as lead to other Information Technology Specialists and user teams in the implementation and maintenance of various specialized and computerized systems; provides technical and specialized hardware and software support to users; administers, operates and maintains servers, networks, and other specialized data processing and communications equipment; and performs a variety of business and administrative functions relative to information technology.

**DISTINGUISHING CHARACTERISTICS:**

This is the advanced journey level class within the Information Technology Specialist job series. Incumbents in this job class perform the most difficult and responsible duties, including providing advanced technical support to business application system users within an assigned department. Incumbents in this job class provide lead direction and on-the-job training to assigned staff and perform variety of operational and administrative functions. This job class requires strong technical skills as well as considerable knowledge of the assigned department's operations, services, and programs. This job class also requires excellent skills in project management and communications.

**SUPERVISION RECEIVED AND EXERCISED:**

- Receives general supervision from the assigned management level employee.
- May provide technical and functional assistance to system users within an assigned department or throughout the organization.

**ESSENTIAL DUTIES:** *This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.*

- Coordinates, assigns, and monitors work of assigned staff in the implementation and maintenance of multiple data business systems; provides on-going feedback to staff regarding work performance; develops training criteria and requirements for subordinate staff; provides on-the-job technical and specialized training to assigned staff.
- Leads Information Technology Specialist and user teams by coordinating, assigning and monitoring work; acts as project manager/team leader for designated data systems development, implementation, and maintenance; identifies scope and objectives; plans and oversees projects, identifies deliverables and resources; prepares or oversees the preparation of data flow charts; establishes and monitors schedules, budget, and timelines.
- Coordinates system implementation and custom programs implementation; verifies system functionality via testing; works with users and senior systems analysts to build/develop database when needed; researches, evaluates, and identifies user training needs; coordinate/creates user documentation; provides training to County staff on new programs.

- Provides microcomputer support; provides assistance with software applications and/or hardware; provides the more complex technical assistance to departmental systems' users; coordinates and participates in the development and implementation of software documentation with program modifications; provides technical orientation to newly hired department employees concerning the use of automated systems.
- Defines and documents system requirements for data, workflow, logical processes, hardware and operating systems environment, interfaces with other systems, networking, and internet access, internal and external checks and controls, and outputs from the users' perspective and within the context of budgetary constraints as well as technical products and resources available.
- Coordinates automation processes; meets with all levels of County staff to review existing processes; proposes changes and implements processes; researches, evaluates, and identifies user training needs; provides training to County staff on new programs; creates end-user documentation for new processes.
- Participates in County-wide teams as representative of assigned department in the development and maintenance of department-specific system; participates in ongoing review of standards, policies, and procedures of department-specific systems.
- Consults with and advises designated user groups regarding existing and future data systems' needs, operational and procedural changes and requirements, and the feasibility of utilizing available software applications; participates in the development of requests for bids to accommodate users' and programmatic data needs.
- Evaluates departmental user groups needs for new and/or revised data systems and applications; identifies possible improvements in departmental information systems; makes recommendations, with background documentation, and coordinates purchase and/or modifications of hardware, software, and/or vendor services.
- Acts as an initial resource and interface between departmental users and technical support, application programmers, and hardware/network maintenance contractors/personnel; monitors process and follows up to ensure users' needs are met.
- Performs system administration functions including monitoring or adding applications, users, and devices; modifying user profiles; assigning and resetting passwords; and performing file maintenance.
- Administers, operates and maintains servers, networks and databases; may host administer, operate and maintain web services using a variety of programming languages; creates, edits and runs scripts and programs.
- Assists with proposed budget process and final budget preparation; extracts data from IFAS to compile the County's final budget document which is submitted to the County's Board of Coordinates system implementation for custom programs proposal process; responds to management inquiries regarding feasibility of automating/modifying new/existing processes; reviews existing documentation and applicable regulations; interviews internal/external users and software publisher representatives; presents proposed solutions to management.

- Coordinates system implementation for custom programs bid process; submits requirements to software company for bid; responds to additional questions from software company; reviews bid and presents to management with any additional proposals or solutions.
- Coordinates system upgrades; reviews management summaries; addresses potential problems with ISD staff and management; develop implementation plan; coordinate testing with key departments; confirms test results; reports problems and confirms resolution.
- Prepares, receives, completes, processes, and maintains a variety of forms, reports, correspondence, and logs.
- Attends meetings as needed; maintains an awareness of new trends and advances in the profession; reads professional literature; attends workshops and training sessions as appropriate.
- Performs other duties of a similar nature or level as assigned.

#### **EDUCATION AND EXPERIENCE:**

**Education:** Associate's degree is required, including eighteen (18) units, in Information Technology, Management Information Systems, Networking or a closely related field **OR** one hundred twenty (120) hours (fifteen days) of designated coursework and/or certification training.

#### **AND**

**Experience:** Three (3) years of full time work experience involving information system implementation, maintenance, and management, network systems administration, and technical support.

**Note:** Additional experience may substitute on a year for year basis for the educational requirement.

#### **LICENSING, CERTIFICATION AND REGISTRATION REQUIRMENTS:**

- Some positions may require successful completion of forty (40) hours of Enterprise Resource Planning System training
- Some positions in their class will require the applicant to possess a valid California driver's license, class C, by the time of the appointment

**Note:** All licenses, certificates and registrations must be kept current while employed in this class.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:**

- Operations, services and activities of a comprehensive information systems program.
- Policies, procedures, and activities of the County and of departmental practices as they pertain to the performance of duties relating to the position; agency goals and purposes; terminology, principles, and methods utilized within the department.
- Computerized information systems utilized by the assigned department.
- Usual work methods and techniques utilized by line staff as data systems users.
- Standard and accepted procedures necessary to maintain the integrity and security of data in networked systems.
- Standard and usual computer hardware, applications software, and local area network software.
- Information systems analysis and design.
- Operational characteristics of local and wide area network systems.
- Network cabling standards.
- Principles and practices of troubleshooting computer system hardware and software problems.
- Principles and practices of technical network administration.
- Operating systems architecture and utilities.
- Local area network (LAN) and wide area network (WAN) network hardware/software vendors and products.
- Data communications concepts and principles.
- Methods and techniques associated with user training.
- Computer hardware/software error research and correction alternatives.
- Database security techniques; data backup, recovery, and maintenance procedures.
- Governmental accounting principles, practices, and standards.
- Standard and accepted budget development and tracking methods and techniques.
- Standard and accepted bidding and procurement methods and techniques.
- Principles and practices of customer service.

**Skills and/or Ability to:**

- Operate computer hardware/software systems and basic office equipment.
- Comprehend, interpret, explain, and apply a variety of laws, regulations, policies, and procedures governing operations and processes of an assigned department's data systems.
- Understand and interpret program objectives in relation to departmental goals and processes.
- Perform a variety of technical and specialized tasks and functions in an independent, competent, and timely manner.
- Operate a variety of usual/specialized software programs at a level sufficient for successful job performance.
- Conduct and integrate assigned functions/activities in a cohesive and effective service delivery system; secure cooperation and teamwork among departmental staff and other departments or contractors.
- Plan, organize, schedule, and prioritize daily assignments and work activities.
- Collect and analyze data to identify needs/problems, evaluate program/system effectiveness, research and analyze alternative solutions, draw logical conclusions, and recommend/implement most appropriate actions to be taken.
- Respond to and identify user computer related problems.
- Troubleshoot a variety of desktop systems hardware and software.
- Perform routine technical maintenance on local and wide area networked systems.
- Test and repair network cabling problems.
- Establish and maintain designated documentation and records in an accurate, timely manner.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Research regulations, procedures and/or technical reference materials.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work, including those who have objectives counter to assigned role.

**PHYSICAL REQUIREMENTS:**

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Positions in this class also may require employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

**WORKING CONDITIONS:**

- **Office Work:** Employees in this class will most often be working in an office setting.
- **Traffic Hazards:** Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- **Disruptive/Confrontational Human Contacts:** Employees in this class may be subject to disruptive and confrontational people.

**OTHER REQUIREMENTS:**

- **Background Checks:** The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- **Independent Travel:** Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- **Hours of Work:** Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.

**CLASS HISTORY AND CLASS INFORMATION:**

- **Date Approved by the Civil Service Commission:** December 2017
- **Date Adopted by the Board of Supervisors:** December 2017
- **Date(s) Revised:** August 2017