Mono County Information Technology
Bargaining Unit: MCPE

# INFORMATION TECHNOLOGY SPECIALIST I/II
## Services Division

**DEFINITION**

IT Specialist I:
Under supervision, participate as a member of the Services Division responsible for providing end-user support on core technology systems and infrastructure involving the installation and troubleshooting of desktop and laptop hardware, software, operating systems, printers and peripherals, networks and network-attached devices. May be asked to participate in projects, and performs other work as assigned.

IT Specialist II:
Under general supervision, to serve as a member of the Services Division responsible for providing end-user support and training on core technology systems and infrastructure involving the installation and troubleshooting of desktop and laptop hardware, software, operating systems, printers and peripherals, networks and network-attached devices. Will participate in projects, and perform other work as assigned.

IT Specialist III:
Under direction, to serve as a senior member of the Services Division responsible for providing comprehensive end-user support and training on core technology systems and infrastructure involving the design, configuration, installation, and troubleshooting of desktop and laptop hardware, software, operating systems, printers and peripherals, networks and network-attached devices. Serves as a project leader on and provides support, work direction, coordination, and scheduling of other support staff. Performs other work as assigned.

**DISTINGUISHING CHARACTERISTICS**

IT Specialist I:
This is an entry level position in the Information Technology Specialist series, which provides support for agency computers, networks and phone systems. Incumbents provide routine support services under limited supervision and less routine tasks alongside more senior staff. Verbal communication and presentation skills, ability to manage time effectively, and willingness to engage customer service all important. Errors in judgement or action minimally impact functional operations of agency staff.

IT Specialist II:
This is a mid-range working level in the Information Technology Specialist series, which provides support for agency computers, networks and phone systems. Incumbents provide a variety of support services and implementation of complex systems and technologies. Skilled verbal communication and presentation skills are requisite, as is the ability to effective manage time, and provide exceptional customer service. Errors may result in loss of customer/user time and/or data, substantial impact on department image, and/or exposure to compliance.

IT Specialist III:
This is the Team Lead and advanced working level in the Information Technology Specialist series, which provide support for County computers, networks and phone systems. Incumbents use advanced leadership and technical skills to provide a variety of support services and lead implementations of complex systems and technologies. Excellent verbal communication and presentation skills are requisite, as is the ability to plan, effectively manage time, and organize a team around projects. Errors in judgement regarding business or technical decisions may result in significant exposure to the organization.

**REPORTS TO**

IT Specialist I/II/III:
Business Operations Manager
Information Technology Director

IT Specialist I/II (only):
Information Technology Specialist III (functionally only)

**CLASSIFICATIONS DIRECTLY SUPERVISED**

IT Specialist I/II:
None

IT Specialist III:
May provide lead direction and/or training, scheduling, and basic supervision for the IT Specialist Series.

**EXAMPLES OF DUTIES**
*Duties include but are not limited to the following:*

IT Specialist I
Provides technical support on hardware and software used by agency personnel.
Assists in analyzing problems and recommending corrective action to those problems as necessary.
Participates in on-boarding and off-boarding of users in the agency technology systems.
Occasionally assists with supporting critical infrastructure systems including those with sensitive data requiring the maintenance of confidentiality.
Performs installation and basic support of hardware and software using agency standard methods.
Transports related equipment as necessary.
Assists with procurement of hardware and software according to agency specifications.
Assists with the maintenance of accurate records and documentation for County technology systems.
Monitors system functions and participates in basic maintenance tasks.
Attends trainings, seminars and user conferences to gain subject area knowledge.
Performs other duties as assigned.

IT Specialist II
Provides advanced level technical support on hardware and software used by agency personnel.

Acts as a technical resource and mentor for other IT Specialist staff.
Oversees on-boarding and off-boarding of users in the agency technology systems.
Analyzes problems and recommends corrective action to those problems as necessary.
Assists with supporting critical infrastructure systems including those with sensitive data requiring the maintenance of confidentiality.
Oversees and participates in the installation and basic support of hardware and software using agency standard methods. Transports related equipment as necessary.
Oversees and assists with procurement of hardware and software according to agency specifications.
Ensures the maintenance of accurate records and documentation for County technology systems.
Monitors system functions and participates in maintenance tasks.
Attends trainings, seminars and user conferences in order to gain knowledge and experience with an eye for current and future technologies which can improve productivity.
Perform other duties as assigned.

IT Specialist III
Provides expert level technical support on hardware and software used by agency personnel.
Plans, determines requirements, tests, maintains, enhances, and participates in the design and implementation of complex computer systems.
Ensures security compliance with agency policies, contracts, and partnerships, in a manner that reflects industry standards.
Coordinates with vendors and department representatives to effectively utilize technology.
Acts as a technical resource and mentor for other IT Specialist staff with functional supervision duties.
Directly supports critical infrastructure systems including those with sensitive data requiring the maintenance of confidentiality.
Leads efforts in problem analysis and recommending corrective action to those problems as necessary.
Acts as project leader to analyze, design, configure, install, and manage complex systems and applications.
Oversees documentation and ensures accuracy and completeness for agency technology systems.
Assists with the development and evaluation of agency standards, procedures, and policies.
Manages the purchasing of hardware and software
Attends trainings, seminars and user conferences to expand experience and knowledge with an eye for current and future technologies which can improve productivity.
Performs other related duties as assigned.

**QUALIFICATIONS**

IT Specialist I
*Thorough knowledge of:*
> Basic methods and techniques used in the installation and support of personal computer hardware.
> Commonly used operating systems, software applications and hardware.

*Working knowledge of:*
> Commonly used desktop applications and their uses.

*Some knowledge of:*
> Networking, telephony, and video communication.
> Problem analysis techniques.
> Purchasing processes and procurement standards.
> Microsoft Active Directory and user management in an Enterprise environment.

*Ability and willingness to:*

> Install, upgrade, and maintain desktop hardware and software.
> Learn new software applications and proficiency in order to provide end-user support.
> Maintain accurate documentation on the implementation and maintenance of computing systems.
> Coordinate and provide training for County Staff.
> Communicate effectively, both orally and in writing, occasionally giving presentations.
> Accurately gather and organize data and make basic technology recommendations.
> Attend trainings, seminars and user conferences in order to gain an understanding of current and emerging technologies.
> Work cooperatively and in a team environment.
> Serve as a Disaster Service Worker during certain emergency operations.
> Be service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.
> Maintain confidentiality.

IT Specialist II

*Thorough knowledge of:*

> Commonly and/or locally used operating systems, software applications and hardware.
> The methods and techniques used in the installation, configuration, support and troubleshooting of relevant operating systems, software applications, hardware and peripherals.

*Working knowledge of:*

> Microsoft Active Directory and user management in an Enterprise environment.
> Network concepts and administration.
> Telephony and video communication.
> Purchasing processes and procurement standards.

*Some knowledge of:*

> Problem analysis techniques.
> Principles, practices, and methods of Project Management.
> Database systems.

*Ability and willingness to:*

> Develop innovative solutions to meet customer's needs.
> Independently install, upgrade, and maintain desktop hardware and software.
> Ensure accurate documentation on the implementation and maintenance of computing systems.
> Accurately gather and organize data to make recommendations pertaining to technology solutions that includes accurate budget information.
> Oversee and provide training for agency Staff.
> Interpret hardware and software specifications.
> Make group presentations.
> Maintain a high level of education and knowledge of current and future technologies.
> Attend trainings, seminars, and user conferences in order to expand knowledge and understanding of current and emerging technologies.
> Work cooperatively and foster a team environment.
> Serve as a Disaster Service Worker during certain emergency operations.
> Be service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.
> Establish and maintain cooperative working relationships.
> Maintain confidentiality.

IT Specialist III

*Thorough knowledge of:*

     The methods and techniques used in the installation, configuration, support and troubleshooting of relevant operating systems, software applications, hardware and peripherals.

     Purchasing processes and procurement standards.

     Commonly and/or locally used operating systems, software applications and hardware.

*Working knowledge of:*

     Network concepts and administration.

     Telephony and video communication.

     Microsoft Active Directory and user management in an Enterprise environment.

     Problem analysis techniques.

     Principles, practices, and methods of Project Management.

     Database systems

*Some knowledge of:*

     How different application and software systems interact in a networked environment.

     The importance of timely implementation of changes.

     Principles, practices, and methods of training and mentoring.

     Problem analysis techniques such as Root Cause Analysis.

     General knowledge of Requests for Proposals (RFP) and Feasibility Study Reports (FSR).

*Ability and willingness to:*

     Expertly install, upgrade, and maintain desktop hardware and software.

     Oversee documentation efforts to ensure quality and usability for department staff.

     Develop, oversee, and participate in training for agency staff.

     Develop innovative solutions to meet customer's needs.

     Demonstrate strong business process and project management skills, including setting goals and priorities oriented around increasing efficiency and delivering 'on-time' and 'on-budget.'

     Create, maintain, or interpret hardware and software specifications.

     Gather and provide accurate budget information for implementation of new hardware and software.

     Prepare, clear, concise and accurate presentations and reports for general/lay audience.

     Attend trainings, seminars, and user conferences to increase understanding of current and emerging technologies.

     Serve as a Disaster Service Worker during certain emergency operations.

     Be service oriented, effectively represent the County's Information Technology Department, and inspire others to think creatively for the good of the County.

     Establish and maintain cooperative working relationships.

     Maintain confidentiality.

**TRAINING AND EXPERIENCE:**

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

IT Specialist I

A Bachelor's degree from an accredited college or university in a computer related field and one (1) year of experience performing both technical support and training;

OR

Two (2) years of experience performing Tier 1 technical support and training for a similar organization.

IT Specialist II
A Bachelor's degree from an accredited college or university in a computer related field and two (2) years of experience performing both technical support and training;
OR
Three (3) years of experience performing Tier 1 technical support and training for a similar organization.

IT Specialist III
A Bachelor's degree from an accredited college or university in a computer related field and four (4) years of experience performing both technical support and training;
OR
Five (5) years of experience performing Tier 1 technical support and training for a similar organization.

**TYPICAL PHYSICAL REQUIREMENTS**
Sit for extended periods; frequently stand, walk, stoop, kneel, and crouch; physical ability to lift and carry objects weighing up to 50 pounds on an occasional basis and in excess of 50 pounds with assistance; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; excellent verbal Mono County Information Technology Bargaining Unit: MCPEA September, 2016

communication; use of office equipment.

**TYPICAL WORKING CONDITIONS**
Work is performed in an office; occasionally works outside; exposure to electrical energy and dust; frequent contact with staff and the public.

**SPECIAL REQUIREMENTS:**
- Satisfactory completion of a Department of Justice background investigation.
- Possession of a valid driver's license and occasional need to drive in excess of 100mi./day.
- May be asked to work other than a normal 8:00 AM to 5:00 PM shift, including On-Call/After-Hours emergency support.

*This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents will be required to follow instructions and to perform other job related duties as may be required.*

Created : July, 1999
Revised : October 2023
Salary Range 75