



## Information Systems Specialist Part-Time (At-Will)

Department/Division:	Finance and Administrative Services/Information Systems
Reports To:	Information Systems Manager
Provides Direction To:	Not Applicable
Exemption Status:	Non-exempt
Date Prepared:	June 30, 2014
City Council Resolution #	

### GENERAL PURPOSE

Under general supervision, perform skilled and analytical work in operating, maintaining, and enhancing computer automation, information systems City's cable channels and communications subscriber channels, including broadcasting, personal computer networks, and telecommunications systems; develop and deliver Citywide computer educational programs; maintain and updates the City's broadcast programming on website and performs other related duties as assigned.

### ESSENTIAL FUNCTIONS

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.*

1. Installs and coordinates the use of information systems ensuring that systems meet users' needs; troubleshoot hardware and software problems; acts as liaison with City staff, external customers and vendors; monitors system activity and performance.
2. Works with vendors in hardware and software recommendations and addresses problems; identifies and corrects causes for hardware, software, operating system, or applications.
3. Maintains system operations schedules and ensure the accurate performance of system hardware, software, and communication systems; maintains accurate record of data control processing; performs regularly scheduled operations.

## **ESSENTIAL FUNCTIONS (continued)**

4. Assists in developing, implementing, maintaining, and enforcing standard policies and procedures for operations; recommends procedural changes to improve system operations, minimize risks, and ensure hardware, software, and network integrity.
5. Performs production duties to include technical directing, creating and producing electronic graphics, directing filed and studio productions and setting up and operating camera and audio equipment;
6. Provides support services for Council presentations and other civic meetings which includes the compiling of information from departments to prepare announcements for the government cable channels.
7. Provides emergency response to reduce down time, correct errors, or initiates and monitors vendor activity surrounding critical system failures, off-hours scheduled maintenance downtime, or on an as needed basis.
8. Monitors and evaluates the efficiency and effectiveness of information systems.
9. Assists in establishing, coordinating, and implementing long-range information systems planning; forecasts and analyzes needs.
10. Tests new equipment and software programs to determine compatibility with current equipment and standards.
11. Assists users in identifying and meeting their automation needs and developing alternative solutions.
12. Ensures the archival and fire-safe storage of program and data files as prescribed by law, local ordinance, and division practices or procedures.

## **QUALIFICATIONS GUIDELINES**

### **Knowledge of:**

Build and maintain Internet websites and familiarity with personal computers in a network environment; current related computer automation and information systems technologies and developments, including a wide variety of software, hardware, networking and operating systems; Microsoft Windows XP and 7 operating systems; Microsoft Office 2010 software; telecommunication systems; video production duplication techniques; local cable television channel operations; policies and procedures governing government access cable TV programming; principles of operation of automated playback system and alphanumeric display systems; database management methods; customer service practices.

### **Ability to:**

Interface with and assist users in identifying and evaluating their technology needs and developing and implementing workable solutions; train users in technology; troubleshoot and resolve systems problems effectively and efficiently; read and interpret systems reports, technical manuals, and documentation procedures; review contracts, correspondence, specifications, and other records; prioritize service requests and meet deadlines; utilize film and editing techniques; screen and evaluate for consistency with existing content; set up, operate and maintain video production media equipment including camera, electronic graphics, audio, camera productions; and technical standards; operate a variety of audio/video and office equipment; establish and maintain effective working relationships with City staff, management, vendors, contractors and others encountered in the course of work.

### **Licenses; Certificates; Special Requirements:**

Ability to attain a valid Class C California driver's license and have an acceptable driving record.

In accordance with California Government Code Section 3100, City of Manhattan Beach employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

### **Education/Training/Experience:**

Bachelor's degree from an accredited four year college or university with a major in computer science, management information systems, or a closely related field is required. Technical certification in Microsoft Office software applications and help desk administration practices is desirable such as the Microsoft Certified Technology Specialist (MCTS) or equivalent designation. Three years of responsible experience in information systems administration, software and network, operations, technical support, television production, media relations, or community relations or related field is required.

## **PHYSICAL AND MENTAL DEMANDS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Physical Demands**

While performing the duties of this class, the employee is constantly required to sit, and occasionally to stand and walk. Finger dexterity and light grasping is required to handle, feel, or operate computer hardware and standard office equipment; and reach with hands and arms above and below shoulder level. The employee occasionally lifts and carries records, documents, and computer hardware, weighing up to and exceeding 25 pounds. The employee may be required to bend, stoop, and crawl to access data connections and to install and replace computer hardware.

Sensory demands include the ability to see, talk, and hear.

### **Mental Demands**

While performing the duties of this class, the employee must be able to use written and oral communication skills; read and interpret data, technical specifications, and documents; interpret policies and procedures; use math and mathematical reasoning; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with City staff, management, vendors, contractors, other organizations and the public.

## **WORK ENVIRONMENT**

The employee frequently works in office conditions with controlled temperature settings.