



Information Systems Specialist

Department/Division:	Information Technology
Reports To:	Information Technology Manager/Director
Provides Direction To:	N/A
Bargaining Unit:	Teamster
Exemption Status:	Non-Exempt
Employment Status	Classified
Date Prepared:	November 1, 2005
Date Revised:	October 30, 2018

GENERAL PURPOSE

Under supervision, install and maintain computer systems, network and related equipment; perform technical and administrative work in administering the City's and or public safety's network infrastructure and information systems, and do related work as required.

ESSENTIAL JOB FUNCTIONS

The listed tasks are essential for this position and may include, but are not limited to the following:

1. Install, upgrade, troubleshoot and maintain Citywide Windows network and Windows operating System and Office Suite based computer hardware, software and applications.
2. Maintain and support the City's digital presence (social media, government cable channel, Internet and Intranet web sites); work closely with city departments in the content, upkeep, and maintenance of City web pages.
3. Provide break/fix, help desk support and assist users with computers, phones, audio-visual equipment, network, and application related issues.
4. Perform system and network administration functions such as user adds, moves and deletes, backup and restore, preventive maintenance, print queue support, upgrades, etc.
5. Support departmental applications i.e. video surveillance, security maintain problem log database, and take corrective action as required.

ESSENTIAL JOB FUNCTIONS (cont'd)

6. Asset/inventory management of computers, phone, tablets, printers, components, and software licenses; administer procurements and deployment.
7. Maintain user and technical documentation; prepare reports; and other related information as required.
8. Perform other office related duties as assigned. May be required to work shifts, weekends, and/or holidays.

QUALIFICATIONS

Training and Experience: Requires a Bachelor's degree and three years of technical experience in performing a full range of computer support and networking activities with direct customer contact and service. Must have a valid California driver's license at time of employment.

Skills, Knowledge and Abilities: Must have experience in operating and maintaining computers within a networked environment, running Windows and Microsoft Office; ability to lift and move a minimum of 25 pounds; ability to analyze problems and offer recommendations; communicate effectively orally and in writing; and work cooperatively with others.

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.

PHYSICAL DEMANDS AND WORK CONDITIONS

While performing the duties of this job, the employee may stoop, balance, and kneel, and use arms, legs, and back to occasionally lift and/or move up to 25 pounds. The employee frequently stands, walks, sits, and uses a telephone and computer with a VDT screen for extended periods. Work requires the ability to adjust focus and use hands and fingers to handle and maneuver objects.