INFORMATION TECHNOLOGY SPECIALIST

DEFINITION

Under general direction, performs a variety of technical duties in implementing, maintaining, monitoring, and auditing data system security authorizations and permissions; oversees and participates in computer operations, data processing and interpretation functions, and production of computerized forms, documents, and reports; coordinates communications, production schedules, and services to meet data processing and reporting needs of District staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director, Enterprise Application Systems. Exercises no direct supervision of staff. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

This is a specialized journey-level classification responsible for providing user support, reporting and processing of system data, and ensuring data security authorizations and permissions are in place and effective. Incumbents are expected to possess knowledge of computer operations and data processing and management. The work requires the frequent use of tact and judgment and working knowledge of District-wide information technology systems and operations. This classification is distinguished from other information technology classifications by specializing in data processing and production of computerized forms, documents, and reports. This class is further distinguished from the Computer Operator by the performance of technical work related to coordinating computer operations, setting and monitoring security authorizations and permissions, and the provision of technical instruction to less experienced staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

➢ Creates, modifies, updates, and troubleshoots systems user accounts, passwords, and security clearances; implements, monitors, and audits systems security authorization and permissions; evaluates releases for security needs.
➢ Sets and monitors automation schedules incorporating ad hoc requests and business process defined jobs; processes scheduled and ad hoc job requests in data systems.
➢ Modifies systems resources for possible errors and contacts appropriate systems staff for error recovery.
➢ Processes department requests and updates system security by adding and modifying forms, definitions, and security classes.
➢ Assists users with operational questions or problems and in the use of data systems related to specific departmental activities.
➢ Performs duplicate identification number error recovery process; documents changes.
➢ Creates, builds, and modifies forms, documents, and reports to perform data processing and reporting and to meet the needs of various departments; answers questions about data means; sets up report definitions to ensure proper formatting for online viewing.
➢ Assists departments with configuring scanning system security and customization of scanning processes.
➢ Maintains and compiles documentation of user procedures, technical references, training manuals, handbooks, and guides.

➢ Participates in group problem solving activities to promote continual business process improvements and initiatives.
➢ Provides second-level support to help desk staff.
➢ Provides lead direction and training to assigned support staff; schedules and assigns duties; reviews work upon completion for quality control purposes; creates and updates data center documentation for staff training purposes.
➢ Performs Computer Operator duties as needed.
➢ Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
➢ Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Principles, practices, and methods of data system security.
➢ Principles and practices of computer operations, data processing and analysis functions, and production of computerized forms, documents, and reports.
➢ Principles of data management concepts and structures, including data collection, manipulation, and distribution requirements for analysis and reporting functions.
➢ Principles, practices, and methods of operating computers and peripheral equipment.
➢ Procedures for creating and modifying systems security.
➢ District data processing systems and software applications.
➢ Modern office practices, methods, and computer equipment and applications related to the work.
➢ Record keeping principles and procedures.
➢ English usage, grammar, spelling, vocabulary, and punctuation.
➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

➢ Reviews the work of others and maintain established quality control standards.
➢ Proactively ensure systems are functioning properly.
➢ Implement, monitor, and audit data system security authorization and permissions.
➢ Make sound decisions regarding access control.
➢ Set and monitor automation schedules and create and process ad hoc requests.
➢ Evaluate user needs and create, build, and modify forms, documents, and reports for data processing and reporting.
➢ Read and understand technical documentation.
➢ Interpret, apply, explain, and ensure compliance with applicable District standards, policies, and procedures related to assigned area of responsibility.
➢ Compose clear and concise correspondence and reports.
➢ Understand and follow oral and written instructions.
➢ Establish and maintain a variety of filing, record keeping, and tracking systems.
➢ Operate modern office equipment including computer equipment and specialized software applications programs.
➢ Organize own work, set priorities, and meet critical time deadlines.
➢ Use English effectively to communicate in person, over the telephone, and in writing.
➢ Understand scope of authority in making independent decisions.

➢ Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from a regionally accredited college in computer science, management information systems, or a related field, and two (2) years of progressively responsible experience working with data systems.

Licenses and Certifications:

➢ The incumbent may periodically be required to travel to a variety of locations. If required to operate a vehicle in the position, employees must demonstrate possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift and carry materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.