CITY OF RIDGECREST   Date Adopted 09/19/2001

INFORMATION SYSTEMS SPECIALIST

Definition:

Under general direction of the Finance Director, supports the City's distributed computing environment; helps plan, direct, manage, and coordinate the City's Information Services Division's efforts to meet the technological needs of the organization; and performs related work as required.

Characteristic Duties and Responsibilities:

Positions in this classification typically perform a full range of duties at a level of complexity represented by the following types of responsibilities:

Operates the City mini/mainframe computers; schedules and runs jobs; maintains security of the computer system; operates auxiliary and peripheral equipment; performs routine equipment maintenance.

Monitors and maintains the City's Local and Wide Area Networks; troubleshoots, responds to and resolves network problems; maintains network and telecommunications hardware; maintains and backs up systems; provides upgrades and user support.

Operates, coordinates and maintains the City's Geographic Information Systems; gathers and integrates GIS data with other systems and databases; identifies and purchases compatible data from existing resources; designs, builds and publishes custom maps; provides technical information to developers, contractors, architects and the public.

Maintains, enhances and upgrades the City's Local and Wide Area Networks; manages disc space, automates reporting processes and programs custom reports for individual departments; ensures data integrity and security; runs, bursts and distributes reports for individual departments.

Evaluates and installs new software and upgrades on existing software; evaluates and installs new hardware upgrades; configures new systems' printers and monitors.

Maintains, enhances and upgrades the City's web site; responds to, diagnoses and repairs telephone related problems; writes custom programs for Microsoft Office applications.

Researches new computer technologies for City application and recommends systems, hardware, software, and peripherals.

Knowledge, Skills and Other Characteristics:

Knowledge of AS400
Knowledge of one or more information systems specialty areas, including but not limited to the areas described below.
Knowledge of operations and maintenance of mini and mainframe computers, and Local and Wide Area Networks.
Knowledge of computer programming and languages.
Knowledge of GIS software and technical applications.
Knowledge of design, development, and programming of GIS applications and databases.
Knowledge of the operation of computer hardware, software, and peripheral equipment.
Knowledge of magnetic tape files and libraries.
Knowledge of standard personal computer software packages for word processing, spreadsheets, and database applications.

Skill in reading, understanding and following technical instructions and manuals.
Skill in diagnosing and resolving network and mainframe operational problems.
Skill in diagnosing common user problems and identifying appropriate corrective action.
Skill in assembling, installing and maintaining computer equipment, and peripherals.
Skill in performing tests and debugging personal computers.
Skill in planning system upgrades and communicating schedules.
Skill in preparing maps using GIS data and computer aided design (CAD) programs.
Skill in developing written procedures to simplify common user tasks.
Skill in operating a personal computer and typical office and highly specialized office software.
Skill in conducting research and preparing reports, documents, and correspondence.
Skill in communicating effectively both orally and in writing.
Skill in meeting the public in situations requiring diplomacy and tact.
Skill in establishing and maintaining effective working relationships with other City employees and the public.

Working Conditions:

Typical office environment.
Regularly lifts and carries up to 50 pounds.

MINIMUM QUALIFICATIONS:

Education: Bachelor's Degree in Information Systems, Computer Science, Public Administration, Business Administration, or a related field.

Experience: Two (2) years progressively responsible experience in a specialty area such as mainframe, network, and personal computer operations, geographic information design and applications, personal computer, hardware, software and peripheral installation

and repair experience OR any combination of education, training, and/or work experience to demonstrate knowledge, skills, and abilities to meet the above minimum requirements.

Ability to: Analyze complex procedures and data and develop logical conclusions; translate problem statements into programs and solutions; work effectively with all levels of City employees, City Council members, and the Public.

License: Possession of a valid Class "C" California Driver license. Must have and maintain a satisfactory driving record and be insurable to operate City vehicles.