



CITY OF HAWTHORNE
HUMAN RESOURCES DEPARTMENT
INFORMATION SYSTEMS SPECIALIST

Classification Specification
(Classified)

DEFINITION

Under general supervision, installs, builds, upgrades, troubleshoots and maintains, personal computer systems, networks, and related equipment; performs technical and administrative work in supporting the City's information systems, and other related work as required.

SUPERVISION RECEIVED

Works under the general supervision of the Information Systems Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to the Information Systems Specialist. The duties included on this list are examples and are not intended to be all-inclusive or restrictive.

1. Installs, builds, maintains, upgrades and troubleshoots personal computers and local area and wide networks, hardware and software applications and any other peripheral equipment.
2. Performs system maintenance functions such as network and user moves, add, delete, backup and restore, preventive maintenance, print queues, network address assignments, etc.
3. Installs and maintains data communication equipment.
4. Monitors computer system and data communication network.
5. Supports PC operations for City employees.
6. Troubleshoots hardware and software problems with PC's, printers, modems, faxes, tape drives, CD ROMS, mouse operations and memory functions.
7. Analyze problems and offer recommendations and solutions.
8. Communicate effectively orally and in writing.
9. Maintain user and technical documentation, prepare reports, and other related information as required; and

10. Perform other office and technical related duties as assigned and necessary.

MINIMUM QUALIFICATIONS

Education and Experience:

High school diploma or G.E.D., supplemented by college and related technical certifications highly desirable; and a minimum of two (2) years of technical experience in performing a full span of personal computer and network support activities. Must have a valid California driver's license at time of employment.

Desired Skills, Knowledge and Abilities:

Must have experience in operating, building, installing, maintaining, and troubleshooting IBM compatible personal computers, within a networked environment; software including DOS, Windows 3.1, Windows 95/98, Windows, NT, MS Office for Windows, communications and utilities software; Novell Netware familiarity is a plus, ability to analyze problems and offer recommendations and solutions; communicate effectively orally and in writing; and work cooperatively and effectively with others.

LICENSE AND CERTIFICATION

- Must possess a valid California Driver's License at time of appointment.
- Related technical certification highly desirable.

PHYSICAL DEMANDS AND WORKING 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 40 pounds. The employee frequently stands, walks, sits, uses a telephone, and personal computer with a VDT screen for extended periods of time. Work requires the ability to adjust focus and use hands and fingers to handle and maneuver objects. May be required to work shifts, weekends, and/or holidays.