YECA                                    Position Description

| Position:  Information Technology Specialist | |
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| Department:  Information Technology | FSLA:  Non-exempt |
| Reports to:  Information Technology Manager | Salary Grade: |

## Summary

Performs a variety of highly technical duties that include installing and configuring workstations, printers, and servers, along with various applications and upgrades. Configures and maintains an Active Directory network and a VMware vSphere environment. Provides 24/7 support for systems by sharing an on-call rotation with other support personnel.

## Distinguishing Characteristics

The IT Specialist is a classification in the IT Division, and job duties are performed under the general direction of the System Administrator.  Incumbents perform complex technical installation, configuration, and support functions, including the installation, configuration and maintenance of workstations, servers, various applications, and an MS Active Directory environment.

## Essential Duties and Responsibilities

- Capable of performing, without supervision or guidance, the installation, configuration, and troubleshooting of workstations, printers, MS Office applications, and servers, as well as making basic Active Directory changes such as adding, modifying, or deleting user and computer accounts.

- Installs, configures, and maintains a Microsoft Active Directory network, a VMware vSphere network, and all ancillary hardware and communications software within both a LAN and WAN.

- Creates complex network diagrams, documents changes to the network infrastructure, and plans and performs upgrades to core infrastructure components.

- Maintains an inventory of the hardware and software systems in use.

- Acts as a technical resource by helping users resolve problems with equipment and data; provides tier one helpdesk support for users of public safety applications.

- Provides preventative maintenance for a variety of hardware systems (such as updating firmware on workstations, servers, and SANS), and keeps software systems updated to the latest version or patch level.

- Works closely with engineers from technology providers to perform system upgrades and/or solve complex technical issues.

- Performs other duties as assigned that support the overall objective of the position.

## Qualifications

- **Knowledge and Skills**

  The position requires an intermediate technical knowledge of the practices, techniques, and methods of computer systems installation, configuration, and maintenance. Requires a strong working knowledge of client-server communications, and the use of both servers and storage in a virtual environment. Working knowledge of Microsoft workstation and server operating systems is required. Must communicate effectively with end-users, vendors, and technical staff.

- **Abilities**

  Must be able to perform all of the relevant duties of the position with general supervision. Must be able to operate a variety of computer workstations, servers, operating systems, and network infrastructure. Requires the ability to analyze complex technical problems and to develop and apply appropriate solutions. Ability to read, understand and apply information from technical manuals, and prioritize work in order to meet deadlines and maintain schedules.

- **Physical Abilities**

  Position involves light to medium walking, standing, stooping carrying and lifting of light weight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations with small groups.

- **Education and Experience**

  Candidates must meet one of the following experience and education requirements:

  - Experience equivalent to three years in a technical field and possess education equivalent to the completion of two years of college-level coursework in a technical field, or

  - Experience equivalent to five years in a technical field.

  In addition to the experience and education requirements, hiring preference will be given to candidates who possess valid industry-recognized certifications from any of the following vendors: CompTIA, Microsoft, VMware, Cisco, Juniper, Palo Alto, or Citrix.

- **Licenses and Certificates**

  Must possess and maintain a valid California class C driver's license and a satisfactory driving record.