



Information Technology Specialist I/II

Salary

\$43,201.60 - \$63,939.20 Annually

Location

Oroville/Chico Area, CA

Job Type

Regular Help

Job Number

2312717273

Department

County Wide Classification

Opening Date

09/18/2023

Closing Date

10/1/2023 11:59 PM Pacific

Summary



This recruitment is for level I and level II. The salary range for level I is \$1,661.60 - \$2,226.40 biweekly (\$20.77 - \$27.83 per hour). The salary range for level II is \$1,835.20 - \$2,459.20 biweekly (\$22.94 - \$30.74 per hour).

This classification at level I is scheduled to receive a wage increase of 24.06% in July of 2024.

This classification at level II is scheduled to receive a wage increase of 14.59% in July of 2024.

The eligibility list created from this recruitment may be used to fill any current or future vacancies in ANY Butte County Department.

FLSA: Non-Exempt

DEFINITION

Under immediate (Information Technology Specialist I) or general (Information Technology Specialist II) supervision, installs, troubleshoots, and maintains computer hardware, software, network, server, database, and/or telecommunications systems and infrastructure; identifies end user requirements, evaluates system and infrastructure capabilities, and recommends and coordinates upgrades and enhancements; performs systems administration, troubleshoots problems, and ensures data integrity; provides technical support, trains, and assists end users in using new applications and systems; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Information Technology Specialist I) or general (Information Technology Specialist II) supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Information Technology Specialist I: This is the entry-level classification in the Information Technology Specialist series. Initially under close supervision, incumbents learn and perform routine technical support duties.. As experience is gained, assignments become more varied and complex; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Information Technology Specialist II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Information Technology Specialist II: This is the journey-level classification in the Information Technology Specialist series. Positions at this level are distinguished from the Department Information Technology Specialist I by performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Information Technology Specialist in that the latter performs the more complex work assigned to the series and provides technical and functional direction over lower-level staff.

Positions in the Information Technology Specialist class series are flexibly staffed; positions at the II-level may be filled by advancement from the I-level; progression to the II-level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the II-level.

Essential Job Functions

EXAMPLES OF TYPICAL JOB FUNCTIONS

Typical functions may include any of the following tasks, knowledge, abilities, and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

Some duties, knowledge, skills, and abilities may be performed in a learning capacity for entry-level (I Level) positions.

- Performs a variety of specialized and technical end-user support duties; creates and modifies user accounts; serves as first responder to user problems and issues; diagnoses and resolves issues; collaborates with other department or County information technology staff, and/or third-party vendors to resolve complex problems.
- Installs, maintains, and modifies departmental software application(s); documents end user work processes and systems requirements; conducts systems walk-throughs and technical reviews; develops or refines system specifications, including evaluating and testing vendor software packages for conformance with user requirements and priorities.
- Enters service-related information into automated work management system, ensuring system is updated once action has been taken; maintains accurate records and files; documents progress and procedures performed; generates systems reports on a periodic basis.
- Continuously monitors the status of assigned work orders and ensures client communication regarding status and resolution timeframe.
- Installs, configures, and upgrades desktop computers and associated hardware and software across disparate platforms; loads and tests specialized applications and security devices; ensures connectivity to network and communication systems.
- Installs, configures, and maintains network hardware, software, peripherals, and devices, including but not limited to routers, interfaces, wireless access points, servers, virtual private networks, and firewalls, for functionality and security.
- Performs a variety of technical tasks in support of physical and virtual server infrastructures, including installing, configuring, maintaining, and monitoring hardware and software upgrades and security to ensure effective server performance; performs server maintenance checks and back-ups.
- Installs, configures, maintains, troubleshoots, and monitors telecommunications systems including voice, data, radio, and audiovisual communications infrastructure and equipment.
- Designs, implements, tests, and maintains databases, directories, and related applications; identifies table relationships and writes Structured Query Language (SQL) data manipulation scripts to extract data; troubleshoots data extraction issues; performs database queries and develops reports using SQL and other report development tools.
- Monitors and maintains security control of information systems and infrastructure in accordance with countywide security policies and procedures; monitors security features and firewall rules; verifies and ensures proper user accessibility including resetting passwords, assigning permissions, and enabling or disabling accounts.
- Works on information systems and infrastructure conversion, installation, and maintenance projects, including planning, organizing, and defining project requirements, methods, and objectives in consultation with end users; coordinates project activities with the Information Technology Department, end users, and vendors.
- Develops, monitors, and maintains the assigned department website design and content, accessibility, and architecture in compliance with countywide design and content standards and federal, state, and local regulations; ensures proper functioning of links to website content, forms, surveys, and related materials; assists and provides training to staff on editing content in accordance with countywide standards.

- May assist with the request for proposal process; provides cost analysis and input to scope of work; recommends equipment and/or software purchases; tracks purchases from proposal to invoicing.
- Writes and maintains comprehensive technical documentation including workflow diagrams, design specifications, and department procedures for the utilization of specific technology.
- Writes and maintains user and technical operating instructions and documentation; provides training to users and other technical staff and advises on best practices.
- Develops training materials, including tutorials, documentation, workflows and instructional manuals for system use.
- Conducts research and stays current on new trends and innovative solutions in information systems; recommends new technologies which would improve operational effectiveness.
- Performs related duties as assigned.

Minimum Qualifications

Knowledge of:

- Principles, practices, methods, and techniques of installing, evaluating, configuring, troubleshooting, diagnosing, and resolving computer hardware and software, application(s), server infrastructure, network and data systems, telecommunications, audiovisual, peripheral equipment and/or website issues.
- Operational relationships between applications, databases, and components of technology infrastructure such as servers and network systems.
- Structured Query Language (SQL) and data management and reporting tools.
- Principles and practices of website design and architecture, as well as accessibility compliance requirements.
- Methods and techniques of eliciting information and performing diagnostic procedures on technology systems.
- Security and monitoring devices, and procedures necessary to maintain the integrity and security of data.
- Principles and practices of project management and vendor relationship management.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability To:

- Perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of: computer hardware and software, application(s), server infrastructure, network and data systems, telecommunications, audiovisual, website and other related technologies and equipment.
- Participate in design and process improvement sessions to identify department business and user needs and discuss information system capabilities and modifications needed for improvement.

- Participate in system and infrastructure development, enhancement, and maintenance projects.
- Understand, interpret, and explain systems solutions to users; research technical materials to provide solutions to problems.
- Prepare clear and concise technical documentation, user procedures, reports of work performed, and other written materials.
- Deal tactfully with the users and staff in providing information, answering questions, and providing customer service.
- Respond to and effectively prioritize a high volume of phone calls and other requests for service.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems and software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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 in information technology, computer science, or a related field; and

Information Technology Specialist I: One (1) year of experience providing technical support to desktop computer hardware and software systems.

Information Technology Specialist II: Two (2) years of experience providing technical support to desktop computer hardware and software systems.

Certifications and Licenses:

- Must possess a valid US driver's license upon date of application. Must obtain California driver's license following hire date per California DMV regulations.

Environmental Factors and Conditions/Physical Requirements

PHYSICAL DEMANDS

- Mobility to work in a standard office and use standard office equipment, including a computer; primarily a sedentary office classification although standing in and walking between work areas is may be required; occasionally bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information; the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

WORKING CONDITIONS

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

EQUIPMENT AND TOOLS UTILIZED

- Equipment utilized includes personal computer and related equipment, standard office equipment, small hand and power tools, and motor vehicle.

Disaster Service Worker

All Butte County employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker related training as assigned, and to return to work as ordered in the event of an emergency.

Agency

Butte County

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Website

<http://www.buttecounty.net/humanresources>