

Classification Specification
INFORMATION TECHNOLOGY SPECIALIST

Date Prepared: November 2016

FLSA Status: Exempt

Date Revised:

SERIES CONCEPT

The Information Technology (IT) Specialist is a fully-skilled, mid-level classification of the IT series, which includes: IT Manager, IT Network Analyst, IT Specialist, and IT Technician.

GENERAL DESCRIPTION

The Information Technology Specialist works collaboratively with other IT team members supporting the activities and operations of the Agency's IT systems, equipment, and services. Responsibilities include providing initial and escalated troubleshooting, performing installation, operation, maintenance and security of Agency IT systems, applications, services, and telephones.

This classification works under minimal supervision.

Duties may include mentoring and monitoring the work of the IT Technician classification.

ESSENTIAL JOB FUNCTIONS

- Provides initial troubleshooting of customer technical problems with the goal of immediate problem resolution. This initial and prompt technical troubleshooting allows the problem to be fixed immediately or escalated to higher level IT staff for resolution.
- Works directly with customers to receive and process requests for technical help from staff and the public. This direct contact with customers allows problems to be identified faster and appropriate technical resources to be assigned.
- Monitors and documents service requests for technical help.
- Updates Help Desk technical support documentation including Standard Operating Procedures and work instructions so that knowledge is shared among IT staff. This will allow for timely troubleshooting and ensure that staff requesting help get back to work more quickly.
- Communicates with customers after tasks are completed to ensure the service delivery results were satisfactory, efficiently delivered, and consistent with TRPC policies and procedures.
- Tracks workloads, reassesses tasks frequently, and adjusts priorities as needed to successfully balance IT staff time between routine duties, addressing priority tasks, and performing specific assignments so that customer requests are effectively prioritized based on need, and IT staff time is used efficiently.
- Performs server, desktop, and mobile device administration including the monitoring, tuning, updating, and maintenance of IT systems and services to ensure performance and reliability. Identifies and troubleshoots hardware/software/service problems; works with vendors to ensure prompt solutions. Operates backup and disaster recovery systems and strategies.
- Provides user training and documentation, as needed, to facilitate staff IT usage and acts as a technical resource.
- Configures, maintains, updates and troubleshoots Agency's phone system, and mobile devices.

- Works with other IT team members on the implementation of upgrades to Agency IT hardware, software, applications, services and cloud computing.
- Operates and maintains security systems and services that provide detection, prevention, containment, and deterrence mechanisms to protect and maintain the integrity of the Agency's IT infrastructure and data. Cybersecurity systems and services include next generation firewalls, network and host intrusion prevention, vulnerability management, security information and event management (SIEM), packet capture, anti-virus, anti-malware, anti-spam, and patch management. Analyzes security events, conducts incident response, forensics and remediation. Removes unneeded applications and conducts hardening of systems to reduce attack surface. Teaches and coordinates security awareness training for staff.
- Supports the Agency's internet services and the Agency's remote access system.
- Provides direction to IT Technician, contract employees, and consultants.
- Ensures TRPC data is kept secure and confidential.

OTHER JOB FUNCTIONS

Performs other related duties as assigned.

DISTINGUISHING FEATURES

The Information Technology Specialist classification assists in the troubleshooting, operation, management, and maintenance of the Agency's IT services and associated technology. This classification works collaboratively with the Agency IT team.

WORKING CONDITIONS

Work is performed indoors in an office environment. The ability to lift computer components, move furniture, work in tight spaces or on ladders is occasionally required. Must maintain a level of physical and mental fitness necessary to perform the essential functions of the position.

EDUCATION & EXPERIENCE

EDUCATION – MINIMUM:

Bachelor's degree in computer science or related field or equivalent combination of education and experience.

EXPERIENCE – MINIMUM:

Two years of experience in Information Technology.

PREFERRED:

Proven troubleshooting, customer service, and issue tracking skills.

OR SUBSTITUTING

Any demonstrated combination of experience and education that provides the applicant with the required knowledge and abilities.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Servers, Desktops, Laptops, Mobile Devices, and Related Applications
- Wired and Wireless Networking
- Cybersecurity
- Data Backup and Disaster Recovery
- Hardware and Software Virtualization
- Storage Area Networks
- Internet Technologies

- Cloud Computing
- Mobile Computing
- Email Administration
- Remote Access
- VOIP Telephone Systems
- Software Licensing and Management
- Networked Printers and Copiers Administration
- Power Management
- Webserver and Website Management
- Web Programming
- Data Analysis and Database Administration
- Project Management

Ability to:

- Stay up to date with rapidly evolving information technology.
- Use innovative and creative approaches to problem solving.
- Troubleshoot difficult problems efficiently to get business critical systems back online quickly.
- Work and assist staff and customers of every skill in a supportive, courteous manner and provide excellent customer service.
- Understand, utilize, and provide complex information technology systems and services.
- Manage and work on multiple, simultaneous, complex projects with competing priorities.
- Monitor project budgets.
- Communicate in a clear understandable manner with both non-technical and technical persons and write clear and concise reports including system documentation.
- Collaborate with other staff to ensure delivery of quality services and facilitate work in a group setting.
- Establish and maintain effective working relationships.

SPECIAL REQUIREMENTS

Must be willing to work evenings, weekends and holidays, as required.

LICENSES/CERTIFICATES

A current Washington State Driver's License may be required.