

CITY OF DALY CITY
JOB SPECIFICATION
EXEMPT POSITION

INFORMATION SERVICES SPECIALIST

DEFINITION

Under general supervision, performs skilled technical work on the PC workstations, peripherals, communication devices, and LAN segment(s) dedicated to the City's Police Department. Specific responsibilities involve the support and administration of PC hardware, Microsoft operating systems and application suites, and various third-party software applications. Provides assistance in the administration of the Police Department's UNIX applications server, as well as routing hardware used by the Police Department to connect to county, state, and federal resources. Performs other duties as assigned. This position reports to the Information Services Manager, but given the special requirements of data security and LAN segmentation, is dedicated to the Police Department.

EXAMPLE OF DUTIES

Provide technical and administrative support to the Police Department's PC user community. Troubleshoot LAN connectivity issues, printing problems, and software application errors. Add new users to Microsoft Windows NT domain, administer security policies, and configure PC workstations for email, internet, and file server connectivity. Manage inventory of PC workstations and perform hardware upgrades/replacements and software upgrades/rollouts as required. Administer IP addressing scheme for given LAN segments, and provide assistance in establishing connectivity to various external resources as needed. Administer and support laptop PC's installed in Department patrol cars. Create and edit documentation for all processes, procedures, and assets.

MINIMUM QUALIFICATIONS

Knowledge of: Microsoft Windows operating systems and Office application suites; PC hardware/software troubleshooting and resolution; Network infrastructure devices such as hubs, routers and switches; File system management; Hardware setup and configuration.

Ability to: Apply industry-standard techniques for servicing personal computers, including installation, upgrade, and replacement of hardware, software, and peripherals; Communicate effectively and appropriately, both verbally and in writing; lift and move computers and related equipment safely; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under

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demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Experience: A minimum of one year of full-time experience in the administration/maintenance of personal computers in a network environment.

Education: High school graduate or equivalent. An Associates Degree or vocational training in Computer Science or related field, and/or an A+ Certification is desirable.

License: Possession of a valid Class C California Driver's License.

Applicants for this position must submit to a complete background investigation conducted by sworn Police personnel.

R: 02/07