



CLASS SPECIFICATION FOR:

Department Technology Specialist IV

General Statement of Duties:

Provides comprehensive and complex technical support to end users, hardware, software, applications, systems, interfaces and equipment in assigned County department(s), which may include supporting department staff and/or operations at multiple locations; additional duties include moderately complex programming, coding, scripting, querying, interface development and support; LAN/WAN setup and support; assisting with the management of the department-specific domain; set-up and support of incident command centers; serving as department web master designing, creating and maintaining dynamic department-specific web pages and/or tools; serving as a lead worker and back-up to Department IT Manager; may supervise assigned staff; does related work as required.

Distinguishing Features of Class:

Routinely provides comprehensive and complex technical support for all department-specific end-users, equipment and technologies; uses advanced technical knowledge, skills and abilities to resolve complex technical issues and implement solutions with minimal guidance; undertakes and completes upgrades, patches and other fixes, enhancements, testing and issue resolution with minimal guidance. Serves as a software and systems super-user providing subject matter expertise (SME) in all department-specific hardware, software, and equipment; provides advanced levels of complex support for various assigned third-party and County-developed software and systems which includes more complex programming, scripting and coding to develop and enhance work products, complex data management and reports, online pages and tools for department's operational needs and end users; provides advanced levels of complex support for various department-specific equipment and peripherals, wireless devices and phones. An incumbent in this classification serves as the back-up to the Department IT Manager; serves as a lead worker; may serve as a supervisor to other technical and assigned staff; serves as the department's primary liaison with vendors and state agencies for department-specific software, interfaces and systems; manages the department-specific domain; and performs moderately complex programming, coding, querying, interface development and support, scripting, LAN/WAN setup and support; creates and maintains social media venues, including creating dynamic interactive web pages and apps for assigned department; analyzes end users' software and systems' issues and needs, recommends the development of tools, enhancements and other relevant solutions, and performs moderately complex programming, scripting and coding to develop and implement approved tools, enhancements, and other solutions. Work is performed independently with limited supervision. May be responsible for set-up and maintaining technology in Incident Command Centers. Appropriately refers and collaborates on issues with supervisor and/or appropriate IT Department staff.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

Proficiently performs the duties and responsibilities of a Department Technology Specialist I, II and III plus:

- Serves as a lead worker assisting with the recruitment and selection process as assigned; training, coaching and providing feedback to Department Technology Specialists; assisting with day-to-day supervisory duties such as directing staff work assignments, recordkeeping and reporting; providing feedback to supervisor for performance issues and appraisals;
- May serve as first line working supervisor for assigned staff responsible for day-to-day supervisory duties such as hiring/selection; providing training, coaching and feedback; approving leave requests and timecards; setting schedules and giving work assignments; handling performance issues; completing and delivering performance appraisals; etc.;
- Serves as a software and systems super-user providing subject matter expertise (SME) and support for various assigned third-party and County-developed software, applications, databases and systems which includes programming and coding to develop and enhance functionality and data management, work products, pages and tools for department's operational needs and end users, basic database and/or application development and administration, and related complex break/fix repairs and issue resolution for hardware/software in assigned department(s);
- Uses advanced super-user technical expertise and serves as the "go-to" person for solving unusual and complex issues, routinely provides advanced face-to-face, online and remote support to end-users using a variety of automated tools, and performs complex troubleshooting, issue diagnosis and resolution, resolves other unusual or complex end-user and functional issues, includes researching, recommending and deploying solutions;
- Performs complicated department-specific needs analysis, design, installations, configurations, upgrades, testing, maintenance, troubleshooting and diagnosing, repairs and support for all types of department-specific hardware and software, related peripherals, interfaces, and department-specific equipment and devices, A/V, wireless technologies and devices, and telecommunications equipment upgrades, expansions and replacements within assigned parameters;
- Evaluates code to ensure that it is valid, is properly structured, meets county (and industry) standards and is compatible with browsers, as well as department-specific hardware, software, applications, databases, devices, and operating systems;
- Maintains and/or enhances (coding and/or programming) assigned module or functionality of enterprise systems or COTS applications;
- Performs basic to moderately complex programming and development work for department-specific needs such as developing and writing code, writing scripts, testing, and modifying applications and databases using object oriented coding techniques to support and



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meet information and automation needs of end users;

- Designs, builds, installs, tests, modifies and maintains department-specific LAN and/or WAN hardware and software, includes ongoing monitoring to ensure functionality and an appropriate level of security/protection is achieved and maintained;
- Defines, develops, writes and maintains complex queries, scripts reports, tools or other enhancements using a variety of tools to extract/retrieve data used for analysis, statistics, reports, and investigations to meet department's and/or end users' needs;
- Collaborates with the County's IT Department, assists in the design, development and enhancement (coding and/or programming), implementation, testing, and maintenance of County-developed in-house developed databases, applications and systems;
- Provides basic database support including database utilities, SQL report writing, assisting in database migrations from development to acceptance to training, assisting in query development, and providing first-line help desk support;
- Performs basic and advanced design, development and maintenance work creating relational database objects using object oriented coding techniques;
- Supports department-specific interfaces, with responsibilities for, or assisting with designing, developing, programming, testing and maintaining interfaces between applications and systems, including County to County and County to non-County interfaces;
- Serves as the department's primary liaison and works closely with COTS and Enterprise System Support, third party vendors and consultants as needed to support equipment, software, hardware, peripheral functionality and connectivity;
- Serves as the department's primary liaison with vendors and state agencies to set-up and manage department-specific equipment, devices and technologies, troubleshoot software and hardware issues, coordinate software and systems support, including assisting with product enhancement and development, testing, patching, upgrades, repairs, etc.;
- Uses various social media venues appropriately within County guidelines to promote and support department-specific operations;
- Designs, builds, enhances, modifies and maintains dynamic department-specific web pages, including links, using authoring or scripting languages, content creation tools, management tools, and digital media, ensures content adheres to County and IT standards for the online pages and content;
- Develops/enhances and implements less complex tools, applications, forms and related pages (coding and/or programming);
- Assists with or may be responsible for preparing budget projections for assigned department's technology replacement program as well as for other technology needs and ensures technology purchases, licensing, repairs, replacements and other technology related expenses are made within approved department budget;
- Serves on project teams, leads project teams, and handles projects of various levels of scope and complexity independently, keeping manager appropriately informed, may include cross-functional and inter-departmental project teams as needed;
- Serves as back-up to the Department IT Manager and serves as Department IT Manager during the Manager's absence;
- Based on assigned department, responsibilities will include set-up and support of Incident Command Center technologies, including but not limited to hardware, software, systems, peripherals, wireless systems, LAN, specialized equipment, wireless technologies and applications; includes ensuring all technologies, systems and equipment are maintained and fully operational during the lifecycle of the Incident Command Center
- Based on assigned department, responsibilities will include department-specific (Police, MH/DS) domain management including the administration, configuration and maintenance of user accounts and access, managing security groups, managing file share security and user groups to ensure controlled access, creating and maintaining group policies to control computer and user configurations, managing domain files and domain server infrastructure;
- Based on assigned department, responsibilities will include the configuration of KACE or current all-in-one system management software to manage appliance architecture for comprehensive system and device management from initial deployment through maintenance, security and support as cross-trained and assigned;
- Based on assigned department, responsibilities will include the configuration of computer authentication using PKI certs to manage security and optimization of deployed wireless mobile data technologies;
- May be required to be on-call or assigned rotational on-call duties;
- May be assigned to any department with dedicated technology support, collaborates closely with IT Department for complex hardware, software, systems, applications and equipment upgrades, enhancements, development, maintenance, break/fix and other support, or be assigned to a public safety department and provide comprehensive first line support to a large number of end users at multiple locations;
- Follows required procedures and creates and maintains necessary records and documentation;
- Follows County technology security and other technology policies and advises end user on proper use and adherence to policies;
- Maintains a comprehensive up-to-date working knowledge and understanding of the assigned department's operations and the technology and department-specific hardware, software, systems, applications and equipment utilized in support of department operations and proactively seeks to streamline business processes by working collaboratively with clients and IT staff;
- Performs other duties as assigned.



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Required Knowledge, Skills and Abilities:

Comprehensive working knowledge of personal computer and network/telecommunications, network and systems architecture and equipment as well as common business software and office equipment, A/V equipment and wireless devices and technologies for the assignment department(s); comprehensive working knowledge of department-specific software, applications, databases, COTS, enterprise software, County-developed systems, interfaces and enhancements; comprehensive working knowledge of department-specific equipment installation, configuration and functionality/operation; extensive knowledge and abilities with a wide variety of automated tools for diagnosing and solving information system problems; advanced capabilities in querying, scripting, programming, and coding; advanced capabilities in HTML, including style sheets, templates, complex tables, frames, image maps, CGI programming, applets, animation, multimedia design and delivery, and web publishing procedures; excellent organization skills with the demonstrated ability to plan and execute work effectively to successfully complete assigned tasks accurately and in a timely manner within established deadlines; ability to multi-task; professional integrity including the ability to maintain the integrity of confidential and/or time sensitive information and processes encountered while providing support to end-users; ability to read, and consistently comprehend, interpret, apply and communicate technical information accurately; sound political astuteness; sound critical thinking and problem solving skills with the ability to appropriately research and resolve a variety of questions and issues within established policies, guidelines, requirements and procedures; sound professional judgment with demonstrated ability to consider and weigh a variety of relevant factors and make accurate decisions or recommendations; ability to synthesize multiple types of data and make accurate appropriate determinations and recommendations; strong computer skills with ability to use computers, laptops, tablets and other devices, and to effectively, accurately and appropriately use typical business software, proprietary software and applications to complete assigned tasks; basic accounting or other financial skills with sufficient ability to develop budgets, manage expenditures in accordance with County Finance policies and manage operations effectively within budget; sound supervisory skills including the ability to develop, coach and mentor as well as foster and maintain high morale and engagement; visual and hearing acuity sufficient to enable effective interactions and data collection; excellent written and verbal communication skills with the ability to interact professionally with end-users with diverse skill levels and functional needs and to establish and maintain effective working relationships; excellent interpersonal and communication skills to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain a good working relationships with all levels of department staff, IT Department staff, vendors, and other relevant stakeholders; personal accountability including teamwork and establishing and maintaining positive working relationships with end-users; and excellent customer service skills with the demonstrated ability to interact patiently, respectfully and with tact and courtesy with all end-users presenting with varying levels of understanding and needs in order to appropriately address requests, needs and issues. Must be able to positively and appropriately represent the County customers and other stakeholders. May require the ability to work on-call or a flexible schedule as needed.

Minimum Education and Experience:

Education: Four-year degree in a relevant IT field of study;

Experience: Three (3) years of relevant work experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to perform assigned duties at various locations Countywide.