



CITY OF CHINO

Information Technology Specialist

Definition:

Under general supervision, provides first level support for all end-users; troubleshoot and resolve hardware, software, and voice/data communication systems issues; and related work as assigned.

Class Characteristics:

This journey level position provides City staff with support for the City's telephone system, personal computers, printers, laptops and servers.

Essential Duties:

- Provide PC user support, new hire system set ups, and desktop/laptop software evaluations and upgrades.
- Respond quickly and effectively to maintain maximum uptime for all users.
- Perform end user training when necessary.
- Install and repair microcomputer hardware and peripheral components such as monitors, keyboards, printers and drives.
- Assist in determining suitable software to meet user requirements.
- Troubleshoot software and hardware failures and identifies network problems; escalate calls when appropriate.
- Manage assigned tickets in service queue.
- Provide technical on-site maintenance and support for new and existing systems.
- Communicate complex ideas and problem resolution clearly.
- Interact with co-workers at all levels in the organization in a collaborative and customer-service oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills and abilities to perform the essential duties of the position. A typical example includes:

Education:

- High school diploma or equivalent (required).
- Bachelor's Degree in computer science, management information systems or a related field (desired).

Information Technology Specialist

Experience:

- Two or more years of experience working with both personal and mainframe computer hardware, including network systems, as well as a variety of software applications.

Knowledge/Skills:

- Resolve a wide range of issues in creative ways.
- Demonstrate good judgment in selecting methods and techniques for obtaining solutions.
- Determine methods and procedures for completing assignments.
- Strong understanding of Windows operating systems and experience with all MS Office products.
- Provide high quality, timely customer service via telephone and email.

Special Requirements:

- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I; 4.

Link to description [here](#)

Employee Unit:

Depending upon assignment, SBPEA (Professional, Technical and Clerical) or Part-time/Temporary/Seasonal

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