

INFORMATION SYSTEMS SPECIALIST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under general supervision, performs installations, configurations, troubleshooting and maintenance of hardware, software, peripheral, and related communication equipment; performs a variety of system administration duties for the Police Department; performs and coordinates technical and engineering functions relating to the production and operations of audio/visual programs; performs pre-production and post-production duties; receives and responds to requests for assistance from users; researches, analyzes, and provides solutions to information systems problems; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This classification receives general supervision from the City Clerk/Administrative Services Director. Incumbents facilitate cable broadcasts, video and audio recording, cable and IT hardware and software installation, user support duties and acting as general production support. Incumbents are expected to have a high degree of technical expertise and to exercise considerable independence, judgment and discretion while providing service to the community and coordinating work processes.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the City Clerk/Administrative Services Director.

ESSENTIAL FUNCTIONS - *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

- Assists with the administration, coordination and implementation of the operations, security and maintenance of assigned department's computer systems ensuring consistency and compatibility with other specialized systems required by specific departments.
- Performs a variety of system administration duties for the Police Department; creates and maintains hardware and software assets, computer hardware, mobile and portable radios and vehicle maintenance inventory; oversees inventory, maintenance and upkeep of digital mobile/portable radios.
- Performs production duties including technical directing, creating and producing electronic graphics, setting up cameras and operating cameras and audio equipment.
- Sets up, operates and maintains studio, control room and field production equipment.
- Develops and enters programming schedules into the automated playback system.
- Maintains videotape library control systems.
- Compiles and verifies necessary information to prepare announcements for the cable channels.
- Collects and enters new and updated alphanumeric messages for City's cable channel.
- Duplicates tapes and tapes in response to specific requests and for playback on the cable channels.
- Oversees the operation and maintenance of a variety of video equipment.
- Performs post-production duties of editing, dubbing and duplicating tapes.
- Assists in research of potential hardware and software upgrades and the evaluation of developing technologies with the intent of fulfilling existing and future needs by considering budgetary and time constraints.

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- Installs new software releases and system upgrades; evaluates and installs patches; troubleshoots and resolves software related problems.
- Monitors day-to-day computer operations, including functionality of systems, internet, email, and network traffic logging; ensures daily and weekly backup of information systems and databases.
- Sets up meeting agenda access on Council laptops/tablets.
- Trains contracted audio/video operator personnel in the setup and operation of the City's audio/video broadcast equipment.
- Performs user training and technical support of existing and newly hired personnel in the operation and use of all Police Department computer related hardware/software assets.
- Creates, maintains and adds content for assigned social media pages.
- Configures, sets up and maintains network, video and computer related hardware assets for the City Emergency Operations Center (EOC) and EOC Van.
- Configures and sets up Body Worn Cameras and associated network and hardware related assets.
- Designs and lays out video surveillance cameras; installs and configures related hardware and software components; troubleshoots user reported surveillance camera issues.
- Performs related duties as required.

QUALIFICATIONS

Knowledge of

- Principles and operations of management information systems and peripheral equipment including computers, networks, phones, internet, software and hardware applications, cabling, printers, plotters, routers, data lines and modems.
- Operating procedures, maintenance and various types of video production equipment and audio-visual equipment.
- Principles of the operation of automated playback systems and alphanumeric display systems.
- State and federal laws and regulations concerning the operation of cable systems.
- New and emerging audio/video related technologies.
- Principles of HD/SDI video, digital video, and digital audio/mixing technology, Video over IP (NDI) technology, Video Master Controller hardware/software, Video messaging and video archiving, and Third-party video software.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Ability to

- Using tape and tape editing techniques.
- Setting up, operating and maintaining video production equipment, including cameras, electronic graphics and audio.
- Directing multi-camera and single-camera productions.
- Interpreting, applying and explaining laws policies and regulations.
- Preparing effective and accurate reports, correspondence and other written materials.
- Representing the department and the City effectively with public and private organizations and the public.
- Install, configure and maintain management information technologies for the City including computers, networks, phones, voice mail, and internet.
- Observe and problem solve operational and technical deficiencies.
- Interpret and verbally explain technical concepts to less technical individuals.

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- Manage multiple projects simultaneously and be sensitive to deadlines and changing priorities.
- Work flexible and irregular hours if necessary.
- Multitask and maintain focus during live broadcasts and recording sessions.
- Troubleshoot equipment/system anomalies during live broadcasts.
- Research, become knowledgeable and train users in the use of newly developed software system and applications.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION/TRAINING GUIDELINES

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience

One year of experience performing technical audio/visual work supplemented by one year of experience in troubleshooting, diagnosing, repairing and installing personal computers, printers and peripherals. Experience working with Windows and PCs is desirable.

Education/Training

Completion of an Associate's degree with major course work in information technology, computer science or a related field. Recent training, such as academic courses and/or certification programs relevant to this classification.

Certificates / Licenses / Special Requirements

Possession of a valid California Driver's License and a satisfactory driving record as determined by the City's policy.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens; exposure to electrical, coaxial, network and telephony cabling; exposure to dirty/dusty workspaces.

Physical Conditions:

Regularly required to sit for long periods of time; intermittently stand, walk, bend, climb, kneel and twist while working on computer equipment, peripherals, and ancillary equipment; perform simple grasping and fine manipulation; use telephones, write and use keyboards to communicate; discern wire colors and see small text and numbers on wiring and circuitry; routinely move equipment weighing up to 30 pounds; regularly required to use various hand tools and testing equipment in repair, adjustment and problem identification of personal computers and related equipment; read and interpret complex data, information and documents; analyze and solve problems; interact with City management, other governmental officials,

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contractors, vendors, employees and the public; may be required to work evenings, weekends, holiday hours and overtime.

Note: Accommodations may be made for some of the essential functions/requirements listed for qualified individuals who require and request such accommodation, due to a qualified disability.

Employee Signature

Date

Supervisor Signature

Date

Revised: July 2018

Unit:

FLSA/Position: