

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 163

INFORMATION TECHNOLOGIES SPECIALIST II

GENERAL

Technical work in configuring and maintaining Intel-based personal computers and file servers, installing and configuring Microsoft operating systems and applications, configuring and maintaining telephone and other communication systems and trouble shooting. Work is performed under the general supervision of the Information Technologies Supervisor.

EXAMPLES OF ESSENTIAL DUTIES

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Installs and configures Microsoft operating systems on Intel-based computers.
- Configures, maintains and trouble shoots telephone systems and other communication systems.
- Performs operational tasks such as system backups and report generation and distribution.
- Trouble shoots AS400 system problems.
- Trouble shoots computer and printer hardware problems reported by end users.
- Trouble shoots network hardware problems related to switches, routers, hubs, bridges and adapters.
- Provides end-user training related to communications systems.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of IBM AS400 operating system and peripheral devices.
Knowledge of Intel-based computer hardware and related peripheral devices. Knowledge of Microsoft operating systems and applications. Ability to configure telephone systems. Ability to establish and maintain effective working relationships with end-users and others.

MINIMUM QUALIFICATIONS

Associate's degree in computer science or a related field. A minimum of three years of working experience in microcomputer support and/or telephone configuration and maintenance.
A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, kneeling, crawling,, sitting, standing, pushing, and pulling. Some bending, reaching, carrying, and handling of PC equipment. Occasional lifting of up to 40 pounds.

SPECIAL REQUIREMENTS

Possession of a valid, appropriate driver's license and an acceptable driving record.

Rev. 11/99

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.