

INFORMATION TECHNOLOGY SPECIALIST

(Competitive Class)

DISTINGUISHING FEATURES OF THE CLASS

This class encompasses a responsible, nonsupervisory position, the primary duties of which include maintenance and oversight of the fire department's computer networking system and the computerized records management system. The incumbent of this class works closely with departmental administrative and supervisory personnel assuring the records management system is kept current and maintained for the purposes of tracking departmental activity. The Information Technology Specialist works with little supervision, reporting to and having work reviewed by the Fire Chief.

EXAMPLES OF WORK

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Serves as computer network administrator. Determines how department computer/networking system should be organized, including number of computers, printers, etc. Designs and implements various networks for the department including voice and wide area network. Assists network providers in setting up computer network. Assists network providers in overseeing the maintenance of the local computer network. Monitors network to ensure availability to all system users and resolves data communication problems. Provides administrative services such as password assignment and maintenance and security troubleshooting. Performs remedial actions to correct problems based on knowledge of system operation. Enters diagnostic commands into computer and determines nature of problem to assist operators to resolve network communication problems. Reads service manuals, parts books, and any other written material necessary to determine how to perform required duties. Develops, recommends, or sets management policies, goals, objectives, and procedures for a division. Observes and evaluates the operations of the division, and takes steps to correct any problems observed.

Meets with division heads to review requests for computer equipment and software. Accounts for the money and assets of the Information Technology Division of the department. Prepares and submits to the proper authority an operating budget for the division. Makes recommendations for the purchase of computer network equipment, hardware and software. Prepares purchase requisitions according to department procedures. Meets with computer hardware and software vendors to review products related to the departmental computer/networking systems. Orders supplies and equipment for the Information Technology Division. Distributes supplies and equipment as required. Produces identification cards or badges for department personnel. Organizes and stores department computers, equipment and supplies in an orderly fashion to allow ease of locating and retrieving materials.

Implements and maintains various department equipment and systems such as telephone switches, network servers and department website. Maintains department's and user's access to

internet and email accounts. Records problems which occur, such as down time and actions taken. Maintains security of department's licensed software. Performs appropriate backup functions. Locates repair services and arranges for repairs and maintenance of all department facilities, equipment, or operating systems. Inspects equipment or property after repairs to see that repairs were properly accomplished. Maintains mobile data equipment, and other public safety software applications on fire department first responder vehicles including interfacing with the records management system. Repairs or replaces software applications in department vehicles. Investigates all accidents involving department computer equipment, determines cause, and formulates procedure to avoid future accidents. Reviews employee violations of computer security procedures recorded by computer and reports violations to department managers. Deletes data access of unauthorized users.

Uses computer information systems to enter, update, retrieve, and/or exchange data. Copies computer data from computer's hard drive to back up drive, flash drive, external hard drive, or server. Maintains and modifies a computerized records management system. Develops and recommends policies for use of records management systems. Examines and evaluates existing records management system in order to develop new system or to recommend improvements in system's format, use, and control. Confers with department personnel to identify problems and to gather suggestions for improvements to records management system. Assures that departmental records management system is kept current and maintained for the purpose of tracking departmental activity. Analyzes data through the use of statistics. Maintains records of all software license agreements. Maintains equipment replacement schedule. Maintains inventory records on all department owned computer hardware and peripherals. Develops new forms or revises old ones to improve accuracy and efficiency of documentation. Files, retrieves and personally completes all forms and records required. Gathers and compiles information for reports and/or departmental planning by reviewing and analyzing data. Runs queries as needed to obtain information for department records. Writes reports requiring the ability to compose complete sentences, use correct grammar and punctuation, organize ideas in a logical sequence, and related skills. Prepares correspondence in answer to requests to the department or as needed to address problems or needs of the department through letters or emails. Disposes of obsolete files and records in accordance with established retirement schedules or legal requirements.

Participates in the training program by preparing written procedures and manuals to be used by department personnel in the operation of the computer systems and applications. Participates in the training program by serving as an instructor for training courses relating to computer/network functions taught by the department in addition to providing informal and "on-the-job" training for new employees. Provides technical assistance and training to system users. Attends training on computer software as required.

Administers and monitors computer program that controls user access to system. Specifies which users can access databases and what data can be accessed by user. Plans, coordinates, and implements security measures to safeguard information in computer files against accidental or unauthorized modification, destruction, or disclosure. Reviews plan to ensure compatibility of planned security measures with establishment computer security system software. Corrects

program errors, using methods such as modifying program or altering sequence of program steps. Responds to inquiries concerning problems with systems and/or operations.

Evaluates work load and capacity of computer system to determine feasibility of expanding or enhancing computer operations. Installs, modifies, and makes repairs to department computer hardware and software. Installs or assists department personnel in installation of hardware and peripheral components, such as monitors, keyboards, printers, and disk drives following design of installation specifications. Inactivates, individually or in combination, each component of computer system, such as central processing units, tape drives, and mainframe coolers. Coordinates installation of, inspects and repairs network wires and cables. Makes mathematical calculations to perform accurate and correct measurements, adjustments, or calibrations. Loads software such as operating systems, word processing, or spreadsheet programs into computers. Performs software audits to insure compliance with all software license agreements.

QUALIFICATION REQUIREMENTS

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Applicant must possess one of the following: high school diploma, high school equivalency certificate, high school transcript, affidavit from the issuing high school, associate's or bachelor's degree, or college transcript, any one of which must indicate that graduation has occurred, or a degree awarded. Any Louisiana applicant who presents a home study diploma shall submit necessary documentation indicating Louisiana Board of Elementary and Secondary Education (BESE) approval of the home study curriculum. Non-Louisiana applicants shall be required to present proof of completion of a high school curriculum which has been accredited by the applicant's state, or its state-approved agency. A certification of completion shall not be sufficient to substitute for a diploma or equivalency certificate.

Must possess a valid driver's license.

Must not be less than eighteen (18) years of age.

Must have at least two (2) years of work experience in a computer & networking related field that involved designing, installing, and maintaining local area networks.

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