



City of Phoenix

INFORMATION TECHNOLOGY SERVICE SPECIALIST

JOB CODE 09840

Effective Date: 04/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide technical support to various Information Technology programs and services. Work includes basic programming, basic system analysis and design specification, user training and assistance, quality assurance testing, verification of adherence to standards, technical documentation and tracking of workflow. Assignments are based on management approved programs and services; work is performed with limited amount of independence with progress and results checked by a supervisor.

ESSENTIAL FUNCTIONS:

- Works effectively with customers to coordinate service delivery;
- Performs basic analysis and design of business procedures, output and technical diagrams;
- Prepares and maintains documentation;
- Monitors workflow;
- Writes, corrects, and makes modifications to basic computer programs;
- Tests newly written or modified computer programs;
- Provides training for information technology system customers;
- Assists users with software programs and automated routines;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Office automation software: spreadsheets, databases, word processors, graphics packages, etc.
- Introductory level information technology systems design and programming.
- Information technology systems design and programming.
- Basic technical design and analytical concepts.



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Ability to:

- Learn job-related material through formal training, oral instruction, and observation. This learning also takes place in on-the-job training setting.
- Remain in a sitting position for extended periods of time while working at a computer.
- Produce written documents in the English language with clearly organized thoughts.
- Work cooperatively with other City employees.
- Understand basics of database organization access and retrieval techniques.

Additional Requirements:

- Appointment to positions in the Police Department are subject to meeting appropriate polygraph and background standards.
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of experience using information technology desktop tools and/or business applications and/or systems analysis or completion of a designated training program, or graduation from a recognized technical/programming school or junior college. One year experience in customer service. Other combinations of experience and education that meet the minimum requirements may be substituted.