

**CITY OF FRESNO  
COMPUTER SYSTEMS SPECIALIST I/II**

**DEFINITION**

Under supervision, consults with various City departments and divisions or provides similar services within assigned department, to identify needs and requirements of personal computer based systems; and provides related technical support including training.

**SUPERVISION RECEIVED/EXERCISED**

Receives supervision from an Information Services Supervisor. Exercises no supervision.

**DISTINGUISHING CHARACTERISTICS**

Positions in these classes are flexibly staffed. Incumbents in the entry level class of Computer Systems Specialist I are expected to progress with appropriate training, experience and satisfactory performance to Computer Systems Specialist II, the journey level class of the series. These classes differ from Computer Systems Specialist III in that incumbents in the latter provide lead direction to lower level staff and are assigned the more advanced and complex projects.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

(May include, but are not limited to, the following:)

Administers network functions such as restoration of printer services and logon procedures and provides file management assistance; maintains the City's E-mail, Costing /Receiving systems and problem call tracking software.

Installs and maintains end-user computer operating systems and applications software while assuring compliance with defined requirements; modifies software, when required, to satisfy user requirements; analyzes computer and software needs for future expansions.

Develops, coordinates and conducts training in computer applications and operations; analyzes training and/or application needs and reports findings; prepares training materials; evaluates program results; assists in coordinating compeer training programs with outside training providers.

May maintain Computer License Agreements for standard City of Fresno software.

Consults, with appropriate City staff on effective use of computer resources; provides technical assistance and advises City staff on solutions to operational problems with computer equipment and software.

Assists in preparing and evaluating bids, costing, ordering, receiving and installing new computer hardware and software.

Records trouble calls into the problem tracking system; provides follow-up support until problem is resolved.

Performs other duties as required.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Computers, networks, software and communications systems.

Applications for distributed and varied computer systems.

Current training methods in the information processing field, including computer-aided training tools.

#### **Ability to:**

Operate and troubleshoot computers and peripheral equipment.

Train City staff in the operation and use of computers, standard city software and peripheral equipment.

Establish and maintain effective working relationships.

Solve user problems effectively and efficiently.

Communicate effectively both orally and in writing.

### **MINIMUM QUALIFICATIONS**

#### **Computer Systems Specialist I**

#### **Education:**

Successful completion of a technical program which emphasized computer system troubleshooting and peripheral support, from an accredited college/university or vocational training school.

OR

Graduation from an accredited college or university with a Bachelor's Degree in management information systems, computer sciences or related field.

OR

**Experience:**

Two (2) years of experience in supporting personal computer users, through troubleshooting and diagnosing desktop computer issues, in a large network environment (500 users or more).

OR

One year of experience in desktop support as an Information Services Aide with the City of Fresno.

**Computer System Specialist II:**

One year of experience equivalent to that gained as a Computer Systems Specialist I with the City of Fresno.

**Special Requirements:**

Possession of a valid California Driver License may be required at time of appointment.

APPROVED: \_\_\_\_\_  
Director of Personnel Services

DATE: \_\_\_\_\_