Summary of Duties: Assists in the evaluation, development, maintenance, implementation, and modification of operating systems, program product and supporting software; assists in planning and documenting facility- and equipment-related activities; coordinates computer equipment installations, removals, modifications, and maintenance; determines hardware and network problems; develops associated host-based computer software or hardware procedures; and does related work.

Distinguishing Features: Employees of this class have advanced skills and knowledge in computer operations or other data processing areas necessary in the support of various data processing functions. Incumbents assist professional and other technical staff involved in systems programming, applications programming, security system design and support, disaster recovery, end user-support and/or technical training, methods and procedures. An incumbent of this class is distinguished from a Senior Computer Operator in that an Information Services Specialist is not routinely assigned to operate central host computer equipment and peripherals. An Information Services Specialist differs from a Systems Programmer in that the former is not normally expected to write or maintain systems software programs.

Examples of Duties: An Information Services Specialist assists Systems Programmers and other professional and technical staff in the evaluation, planning, development, installation, maintenance and documentation of automated operations software tools and hardware facilities; assists in the analysis of computer operating requirements, including console, network and peripheral equipment operation and problem resolution for host-based, departmental processor, and personal computer operating systems; performs operating problem diagnoses and performance tuning; documents hardware configurations; assists in the training of users and operators in equipment and software use, as well as basic problem determination and resolution techniques and procedures; assists in the development and enforcement of operations standards; provides technical assistance to personnel in a data processing department or user departments on hardware and software standards; develops technical solutions to routine operating problems.

Plans, coordinates, and supports installation of central and distributed computerized information network components, such as terminals, multiplexors, network diagnostic equipment, communications lines, cabling, and controllers; assists in installation and customization of equipment; assists in development, documentation, and maintenance of control and operating procedures; identifies operational problems and coordinates their resolution with responsible vendor and City
personnel; monitors function and performance of information network components to ensure efficient and effective use; maintains inventory and problem management information for network components;

Assists in analysis of requirements and capabilities of centralized utility software designed to facilitate, manage, and control large data processing center services, such as tape management systems, security management software, job submission and restart software, and automated operations software; develops, documents, and maintains support procedures for utility software; identifies and maintains program parameters, processing routines and fourth generation language statistical and management reporting programs; demonstrates applications for utility software and their use; monitors function and performance of utility software; coordinates and assists in testing and implementation of utility software; investigates, monitors, and assists in resolving problems associated with utility software; maintains related inventory and problem management information; and may occasionally be assigned to other duties to meet technological changes or emergencies.

Qualifications: A good knowledge of the operating capabilities of hardware, operation systems and systems control software; a good knowledge of hardware and software procedures used by operations personnel; a working knowledge of the use and limitations of hardware and software supported by a central data processing agency; the ability to operate cathode ray tubes, disk drives, printers, and network diagnostic and switching equipment; the ability to prepare, modify, and correct documentation, procedures, tests, and programs; the ability to deal tactfully and effectively with vendors, department management and staff, and other individuals; the ability to communicate effectively both orally and in writing; and the ability to work independently on a problem after receiving general instructions.

Two years of full-time paid data processing experience in a class at the level of Senior Computer Operator in the installation, operation, programming, analysis, design, or data control of hardware or software for medium- to large-scale computers is required for Information Services Specialist.

License: A valid California driver's license and a good driving record may be required.

Physical Requirements: Strength to lift up to five pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the
requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what the duties and responsibilities of any position shall be.