

CITY OF FONTANA (IT) TELECOMMUNICATIONS SPECIALIST

DEFINITION: The Telecommunications Specialist is the full journey level classification in the series and is responsible for providing complex business systems analysis services to departmental customers, leading IT projects; and demonstrating a full working knowledge of multiple business areas within a department or agency.

EXAMPLES OF DUTIES: Under general direction, incumbents assigned to this classification are expected to perform the full range of work assigned to this class and are required to work with increasing independence.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Identifies, gathers, analyzes and documents business requirements for business enterprise application and Information Technology projects; translates work processes into business and functional requirements.
- Develop, recommend and documents business process policies.
- Reviews and approves prototypes and design specifications; develops and coordinates acceptance criteria; assist with the development of test and implementation plans.
- Develops or assists with the development of costs estimates, cost/benefit analysis, and project justifications; develops or assists with the development of funding requests and approvals.
- Tests Technology Services applications and systems; writes departmental and agency system documentation; develops and writes training documentation and trains departmental and agency customers.
- Maintain software release and system documentation at current levels for assigned applications.
- Work with Network and Systems Administrators to develop and control security mechanisms to ensure against unauthorized access to the systems.
- Serves as project leader in the development of project priorities, plans and schedules; may assign project tasks to team members; monitors project progress and provides status reports; develops and recommends project change orders; supports departmental quality standards.
- Determines cause of application and system problems; develops, recommends and implements solutions.
- Ability to prepare complex reports and documentation.
- Coordinates with departmental customers, other City department staff and outside personnel with project activities and tasks.
- Coordinates with vendors and other external agencies regarding system interfaces and other business application and Information Technology issues. Performs vendor management and reviews and signs-off vendor projects and invoices.
- Reviews, evaluates and recommends software and other Information Technology solutions; assists with the preparation of Request for Proposals; evaluates proposals, prepares and presents recommendations
- Assists with the training of other departmental business systems analyst staff;

- Supports professional and technical capabilities of team members; assists with guiding business systems analyst staff in analyzing, testing, and implementing Technology Services projects.
- Resolves problems in the analysis, testing, documentation, and implementation of a system
- Communicate clearly and concisely, both verbally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing documents and reports and data using a computer keyboard. Additionally, the position requires near and far vision in reading written reports, work related documents and using a computer. Acute hearing is required when providing phone and communicating in person. Ability to push, pull, lift and drag up to 25 pounds.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would provide the required knowledge is qualifying. The incumbents must have knowledge of:

- Thorough knowledge of methods and techniques used in the analysis, design and documentation of computer systems
- Project management principles
- Business workflow processes
- Supervision and coordination of others
- Knowledge of database design and administration principles in SQL.

Experience/Education: Four years of working related experience in business and systems analysis which has led to the acquisition of the required knowledge, skills and abilities **and** a Bachelors Degree in Computer Information Systems or a closely related field. Experience may be substituted in lieu of a bachelor's degree.

Licenses and/or Certifications: Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License.