

**CITY OF FONTANA  
(IT) DESKTOP SYSTEMS SPECIALIST**

**DEFINITION:** To provide advanced desktop support services, including troubleshooting, installation, maintenance and administrative support for all computer hardware, software, telecommunications, network systems, multi-media environments and peripheral devices.

**EXAMPLES OF DUTIES:** The Desktop Systems Specialist is the advanced level computer technician position. It is responsible for a wide range of work assignments for the support of various systems of computers, mobile environment and print. This position must work independently under general supervision.

**ESSENTIAL FUNCTIONS:** The employee must have the ability to:

- Provide second and third level support to end users on a variety of software and hardware issues. Identifies, researches, and resolves problems.
- Serve as a backup to the Service Desk Technicians.
- Maintain the City's desktop and mobile environments and resolves hardware and software problems.
- Create and maintain computer images for desktops, laptops, mobile devices, and Police vehicle Mobile Digital Computers (MDC's).
- Initiate, coordinate, and perform integration and updates of emerging technologies, for both hardware and software, into the existing infrastructure.
- Manage print environment including installing networks and local printers, and maintains print management software.
- Maintain the anti-virus environments for all PC's and computer servers.
- Work with the Networking team to manage and maintain the City's mobile VPN environment.
- Assist in the processing and tracking of vendor support agreements, billing, maintaining appropriate inventories, and ordering equipment as directed.
- Provide advanced instruction to users for the operation of all types of computer hardware, computer software, the City-wide network, other computer system procedures, and telecommunication equipment.
- Work positively and constructively with users in a highly technical and demanding environment.
- Communicate clearly and concisely, both verbally and in writing.
- Assist in evaluating new computer products and their application in the City's computer environment and in lowering cost or improving services.
- Establish and maintain effective working relationships with those contacted in the course of work, including the public, users, vendors, and peers.
- Keep current on trends and innovations in technology.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer, and
- This position is always evolving. Therefore, employer reserves the right to modify this job description as necessary.
- Other duties as assigned.

**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, and bending; the ability to push, pull, drag and/or lift up to 25 pounds; normal manual dexterity and hand/eye coordination; repetitive hand movement using a computer keyboard and mouse; corrected vision to normal range; acute hearing; written and oral communication; use of standard office equipment to include computers, tablets, mobile telephones, desk telephones, copiers, calculators, and facsimile machines; frequent contact with other staff and the general public;

### **EXPERIENCE AND TRAINING GUIDELINES**

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The employee must have knowledge and background in the following:

- Extensive experience with desktop hardware, software applications, operating systems and network connectivity is required.
- Experience in working harmoniously with users, vendors, and the public.
- Microsoft networking environments.
- Hardware expertise involving desktops, laptops, mobile devices and the ability to troubleshoot, repair, and upgrade equipment.
- Knowledge of application software such as IT Service Management (ITSM) work order systems, Microsoft Office 365, AutoCAD, Microsoft Project, Visio, Adobe products, Netmotion Mobility, KACE Systems Management and Deployment, and Airwatch MDM.
- Superior verbal communication skills, particularly a confident phone presence and positive and professional demeanor.
- Ability to prioritize and work on multiple tasks.
- Ability to make sound decisions in a timely manner consistent with the essential job duties.
- Professional certifications from entities such as Help Desk Institute (HDI), CompTIA or Microsoft.

**Experience and Education:** Three (3) years of working experience maintaining desktop computers and related software in a commercial or municipal government environment, in addition to significant training and/or professional certificate(s) in one or more of the following: Microsoft network environments, Windows desktop or server operating systems (OS), or application software, **OR** graduation with a Bachelor's Degree in Computer Information Systems or a closely related field **AND** a minimum of one (1) year of applicable experience and training/certificate(s) outlined above.

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