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
ofhardware, 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.