CITY OF BLAINE
JOB DESCRIPTION

JOB TITLE: Information Systems Specialist I / Document Coordinator
REPORTS TO: Administrative Services Director
STATUS: Exempt/Salary/IAM NU

POSITION SUMMARY
Under the direction of the Administrative Services Director, the Information Systems Specialist I /Document Coordinator provides information services hardware and software support, and troubleshooting including Help Desk tracking and response, installation, maintenance, and services related to the City’s information services infrastructure including software applications, systems software, workstations, printers, cell phones, tablets and voice systems communication equipment. This position also coordinates with the City Clerk on document archiving, record retention, and public records requests.

ESSENTIAL JOB FUNCTIONS
1. Provides city-wide technology support as the Information Technology Help Desk including technical assistance to customers/system users for City, network, desktop, telecommunications, and/or other technology systems including hardware, software and peripheral equipment.
2. Documents, tracks, prioritizes, and monitors through resolution and close out of IT Help Desk requests.
3. Assists in the planning, organizing, and implementation of the City-wide records management system.
4. Administers and maintains document management system; coordinates and processes documents according to state record retention schedules.
5. Responds to requests for assistance pertaining to applications, systems and equipment; troubleshoots, investigates and determines the severity of the problem and resolves or refers to higher-level information systems staff; answers routine user questions.
6. Installs, tests, configures, and connects hardware, software, and equipment to existing networks; researches and resolves integration issues; recommends solutions to meet specific needs; researches, recommends, and implements upgrades as appropriate.
7. Provides training to users; develops training materials and presentations.
8. Assists with public records requests including reviewing, processing, and responding in compliance with State law.
9. Attends meetings, trainings and seminars.
10. Communicates with supervisor regarding the status of assignments and projects.
11. Applies systems analysis techniques and procedures, including consulting with users, to determine hardware, software, or system functional specifications.
12. Provides technical support to City departments related to file and document inventories and retention schedules.
13. Designs, develops, documents, analyzes, creates, tests or modifies computer systems or programs, based on and related to user or system design specifications. Performs component level repairs on hardware and peripherals.
14. Performs asset management functions for hardware and software licensing.
15. Assists in installation of network wiring and infrastructure components as assigned.
16. Regular attendance and punctuality are essential functions of this position.

OTHER JOB FUNCTIONS

17. Performs required duties to achieve goals of essential job functions.
18. Performs other related assignments as may be required.

QUALIFICATIONS

Knowledge, Skills and Abilities:
- Basic methods and techniques of providing information technology support, maintenance and administration including areas such as software/hardware installation, troubleshooting, repair, and testing.
- Knowledge pertaining to principles of records management, public records requests, and Washington State public records laws.
- Basic principles of electricity, electronics, telephony systems, data communications and computer programming.
- Principles and practices of information technology customer service.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology and telecommunications management.
- Standard business arithmetic, including percentages and decimals.
- Using tact, discretion, initiative and moderately independent judgment within established guidelines. High level of professionalism is a must.
- Identifying technology related problems.
- Responding to customer requests.
- Ability to learn and use proprietary applications including Laserfiche and other applications as may be required.
- Knowledge of and ability to use website tools.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
• Preparing clear and concise reports, correspondence and other written materials.
• Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.
• Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
• Understand and carry out written and oral instructions with close attention to detail and accuracy.
• Adapt to and plan for changes in assignment and in the work environment.
• Work cooperatively and effectively with staff, customers, vendors and the public.
• Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
• Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
• Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
• Work effectively with subordinates and superiors.
• Interpret information that includes both abstract and concrete variables.

Education and/or Experience
• Two year degree or certificate in Information Technology or related field preferred.
• Minimum of two (2) years of experience in an enterprise environment performing software, hardware, and basic network support.
• Education and experience in document management systems and processes desireable.
• Equivalent combination of education and experience that provides the incumbent with the necessary qualifications may be considered.

License and Certificates
• Possess a valid State of Washington Driver’s License and driving record free of any significant moving violations.
• Must possess certification(s) in one of the following MCDST, CompTIA A+, or CompTIA N+, or comparable experience/certification.
• Possess Laserfiche certification in Administrator I, II, and Business Process Management, or obtain within six months.
• Successfully pass appropriate background checks.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS
Work is performed in both the office and varied outside settings. Employee will work outdoors in various weather climates, all noise levels, and hazardous conditions and on a full range of outdoor work surfaces. Frequent use of protective clothing and/or personal protection devices is required. Duties require travel to various City locations and evening, weekend, holiday and/or on-call work.

Physical Demands
Physical requirements include strength and ability sufficient to perform manual labor for extended periods under dirty and uncomfortable situations and in all types of weather. While performing the duties of this job, the employee is regularly and/or frequently required to talk, stoop, crouch, crawl, bend, reach, kneel, twist, balance, climb, hear, drive, type and repetitive hand motions including
using hands and fingers to handle, touch, feel or operate objects, tools, controls and reach with hands and arms. The employee must be able to regularly lift and/or move 25 pounds and to occasionally lift up to 50 pounds. Specific vision abilities required by this job include (correctable) far and near vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

_The statements contained herein reflect general details to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. This should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload._

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**Date**

**Approved By:** David Wilbrecht, City Manager