

INFORMATION & COMMUNICATIONS SPECIALIST

SUMMARY/PURPOSE

Provide support for software, information, data, document management, analysis, and communications. Serve as subject matter expert for computer applications and data analysis. Assist with developing efficient workflow processes. Assist with providing data and analytics throughout the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Maintain communications with department personnel regarding all issues pertaining to the use of applications.
2. Collaborate with IT Department personnel to maintain consistency of development and maintenance of software with overall IT policies and procedures.
3. Serve a primary role in all department development projects involving the implementation of new software applications and/or the further development of existing applications.
4. Serve a primary role in the maintenance and integrity of data for all departmental software applications.
5. Develop and provide software application training.
6. Ensure accuracy and consistency of the systems' utilization by all department personnel.
7. Collaborate with IT in the development and maintenance of custom report and programing in support of the operating unit.
8. Assist staff with development and utilization of software to further the business goals and requirements of the division.
9. Assist in evaluating and establishing office procedures using software and technology systems.
10. Meet with users and decision makers in different workgroups to define business, financial, and operations requirements and application goals, and identify and resolve application issues.
11. Coordinate testing of updates and software changes.
12. Perform post-resolution follow-ups to ensure problems have been adequately resolved.
13. Participate in the development, implementation, coordination, and maintenance of document and information management programs, rules, regulations, and policies.
14. Prepare and maintain records retention schedules.
15. Establish and maintain electronic systems, directories, and databases.
16. Collect, analyze and summarize data from different sources and distribute reports.
17. Implement and maintain uniform visual and formatting standards in accordance with workgroup and City standards.
18. Act as department-level lead in implementing new features and content management system updates.
19. Establish and maintain content for the department website.
20. Coordinate with the City's communication team and advance organization's social media strategy using platforms such as Facebook, YouTube, Twitter, etc. in accordance with the City's communication strategy.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. A combination of verifiable education and experience equaling five (5) years, demonstrating possession of the knowledge, skills, and abilities listed within the job description.
2. Knowledge Requirements
 - A. Familiarity with a broad range of information technology concepts, including concepts associated with enterprise level information technology systems.

- B. Knowledge of Microsoft Office applications, database systems and research techniques.
 - C. Knowledge of business processes to maximize software functionality to support operations.
3. Skill Requirements
- A. Highly proficient in computer skills, data collection, research and analyses techniques, including Microsoft Office applications, email applications, internet sources, and general database functions.
 - B. Skill at working in a team-oriented, collaborative environment.
 - C. Exemplary customer service skills, including the ability to identify needs, provide prompt responses, exercise patience, respect, and professionalism in all interactions.
 - D. Analytical and problem-solving skills.
 - E. Skill in documenting and maintaining configuration and process information.
 - F. Skill in efficient time management.
 - G. Excellent communication skills, both orally and in writing.
 - H. Skill in preparing written materials and reports.
 - I. Strong organizational skills.
4. Ability Requirements
- A. Ability to administer software applications for the department.
 - B. Ability to act as subject matter expert for department systems.
 - C. Ability to absorb new ideas and concepts quickly.
 - D. Strong customer service abilities.
 - E. Ability to establish and maintain effective working relationships.
 - F. Ability to use Microsoft Office applications to create documents, forms, newsletters, spreadsheets with complex formulas for data analysis, and other required materials.
 - G. Ability to make sound decisions within established policy and procedural guidelines.
 - H. Ability to work effectively under pressure and juggle multiple priorities.
 - I. Ability to maintain effective communication and problem solving relationships with all software vendors.
 - J. Ability to record, track, and document problem-solving processes.
 - K. Ability to communicate application problems and issues to management, development teams, and end users.
 - L. Ability to use and coordinate available systems and equipment to convert documents and data to desired formats.
 - M. Ability to comprehend and utilize the data practices act in regards to all different types of data within the department.
 - N. Ability to verify accuracy of data and to proofread, edit, and organize content to assure it is current, accurate, and effective.
5. Physical Ability Requirements
- A. Ability to sit for extended periods of time.
 - B. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
 - C. Ability to attend work on a regular basis.

HR: HD	Union: Basic	EEOC: Technicians	CSB: 01/20/2021	Class No: 3131
WC: 9410	Pay:	EEOF: Admin/Finance	CC:	Resolution:

CONSTRUCTION SERVICES INFORMATION & COMMUNICATIONS SPECIALIST

SUMMARY/PURPOSE

Provide support for software, information, data, document management, [analysis](#), and communications. Serve as subject matter expert for computer applications [and data analysis](#). Assist with developing efficient workflow processes. [Assist with providing data and analytics throughout the department.](#)

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Maintain communications with [department workgroup](#) personnel regarding all issues pertaining to the use of applications.
2. Collaborate with IT Department personnel to maintain consistency of development and maintenance of software with overall IT policies and procedures.
3. Serve a primary role in all department development projects involving the implementation of new software applications and/or the further development of existing applications.
4. Serve a primary role in the maintenance and integrity of data for all departmental software applications.
5. Develop and provide software application training.
6. Ensure accuracy and consistency of the systems' utilization by all department personnel.
7. Collaborate with IT in the development and maintenance of custom report and programing in support of the operating unit.
8. Assist staff with development and utilization of software to further the business goals and requirements of the division.
9. Assist in evaluating and establishing office procedures using software and technology systems.
10. Meet with users and decision makers in different workgroups to define business, financial, and operations requirements and application goals, and identify and resolve application issues.
11. Coordinate testing of updates and software changes.
12. Perform post-resolution follow-ups to ensure problems have been adequately resolved.
13. Participate in the development, implementation, coordination, and maintenance of document and information management programs, rules, regulations, and policies.
14. Prepare and maintain records retention schedules.
15. Establish and maintain electronic systems, directories, and databases.
16. Collect, analyze and summarize data from different sources and distribute reports.
17. Implement and maintain uniform visual and formatting standards in accordance with workgroup and City standards.
18. Act as department-level lead in implementing new features and content management system updates.
- 18-19. [Establish and maintain content for the department website.](#)
- 19-20. [Coordinate with the City's communication team and advance organization's social media strategy using platforms such as Facebook, YouTube, Twitter, etc. in accordance with the City's communication strategy.](#)

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To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. A combination of verifiable education and experience equaling five (5) years demonstrating possession of the knowledge, skills, and abilities listed below.
2. Knowledge Requirements
 - A. Familiarity with a broad range of information technology concepts, including concepts associated with enterprise level information technology systems.

- B. Knowledge of Microsoft Office applications, [database systems and research techniques](#).
 - C. Knowledge of business processes ~~in the One-Stop-Shop~~ to maximize software functionality to support operations.
3. Skill Requirements
- A. Highly proficient in computer skills, [data collection, research and analyses techniques](#), including Microsoft Office applications, ~~s, e and~~ email applications, [internet sources, and general database functions](#).
 - B. Skill at working in a team-oriented, collaborative environment.
 - C. Exemplary customer service skills, including the ability to identify needs, provide prompt responses, exercise patience, respect, and professionalism in all interactions.
 - D. Analytical and problem-solving skills.
 - E. Skill in documenting and maintaining configuration and process information.
 - F. Skill in efficient time management.
 - G. Excellent communication skills, both orally and in writing.
 - H. Skill in preparing written materials [and reports](#).
 - I. Strong organizational skills.
4. Ability Requirements
- A. Ability to administer software applications for the [departmentworkgroup](#).
 - B. Ability to act as subject matter expert for department systems.
 - C. Ability to absorb new ideas and concepts quickly.
 - D. Strong customer service abilities.
 - ~~E.~~ Ability to establish and maintain effective working relationships.
 - ~~F.E.~~ [Ability to attend work on a regular basis.](#)
 - ~~G.F.~~ Ability to use Microsoft Office applications to create documents, forms, newsletters, [spreadsheets with complex formulas for data analysis](#), and other required materials.
 - ~~H.G.~~ Ability to make sound decisions within established policy and procedural guidelines.
 - ~~I.H.~~ Ability to work effectively under pressure [and juggle multiple priorities](#).
 - ~~J.I.~~ Ability to maintain effective communication and problem solving relationships with all software vendors.
 - ~~K.J.~~ Ability to record, track, and document problem-solving processes.
 - ~~L.K.~~ Ability to communicate application problems and issues to management, development teams, and end users.
 - ~~L.~~ Ability to use and coordinate available systems and equipment to convert documents and data to desired formats.
 - M. [Ability to comprehend and utilize the data practices act in regards to all different types of data within the department.](#)
 - N. Ability to verify accuracy of data and to proofread, edit, and organize content to assure it is current, accurate, and effective.
5. Physical Ability Requirements
- A. Ability to sit for extended periods of time.
 - B. Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
 - C. Ability to attend work on a regular basis.

HR: MS	Union: Basic	EEOC: Technicians	CSB: 06/02/2015	Class No: 3131
WC: 9410	Pay: 432	EEOF: Admin/Finance	CC: 06/15/2015	Resolution: 45-0347R