INFORMATION SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Department of Administrative Services and involves responsibility for the management of Website pages and graphics for the City of Albany. The incumbent should be self-directed and possess solid organizational skills, along with knowledge of project management and graphic design. An individual in this position must keep current with worldwide trends, and recommend appropriate implementations of new technologies as they emerge. As a team player, the incumbent must demonstrate interpersonal, creative and visionary skills. Work is performed under the general direction of the Commissioner of Administrative Services. Supervision is not normally a responsibility of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
- Maintains, designs, creates, implements, manipulates and integrates Website pages and graphics that are visually compelling and technically efficient;
- Meets with Department Heads to determine their Website needs and analyzes requests;
- Coordinates Web project timelines, and reviews project schedules to ensure timeframes are appropriate and can be met;
- Updates information in pages and databases;
- Critiques and develops the Web's mission;
- Makes recommendations for improvements to the website;
- Keeps current with Internet literature and emerging trends and technologies;
- Responds to technical issues of security, statistical reporting, site administration, and infrastructure issues;
- Evaluates and recommends new hardware/software, in conjunction with the administration of Internet Web solutions;
- Checks for bugs and problems (non-working links, maps and pictures), and diagnoses and repairs;
- Keeps links to the Internet up-to-date; searches/finds new links and adds as needed;
- Provides training to staff;
- Confers with superiors to ascertain the nature of projects, the form of source information and required results;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
- Good knowledge of the use and operation of micro-computers, digital cameras and related peripheral equipment;
- Good knowledge of graphic suites such as Adobe Photoshop, Freehand, Fireworks, Macromedia, etc;
- Good knowledge of Java, Javascript, HTML, search engines and Web management tools, including content management systems;

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• Good knowledge of systems analysis, as applicable to Web programming;
• Good knowledge of conversion of existing images (TIFF, BMP, JPG, GIF) for online use;
• Working knowledge of audio/visual software and equipment such as digital cameras, camcorders and other assorted digital media;
• Working knowledge of HTML and Web utilities (i.e. Web browsers, FTP, audio);
• Skill in Web authoring;
• Strong analytical and diagnostic skills;
• Ability to investigate complex problems and develop appropriate solutions;
• Ability to plan and implement complex action planning;
• Ability to understand complex written and oral communications;
• Ability to establish and maintain working relationships with the City;
• Initiative and resourcefulness in helping others solve difficult problems;
• Creativity;
• Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:
A. Graduation from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor’s Degree, including or supplemented by eighteen (18) credit hours in the field of computer science or a closely related field AND OR

B. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate’s Degree, including or supplemented by eighteen (18) credit hours in the field of computer science, or a closely related field, AND two (2) years of full-time paid experience* in the authoring of Website pages (i.e. designing, creating, implementing, manipulating and integrating Website pages and graphics); OR

C. Graduation from high school or possession of a high school equivalency diploma AND eighteen (18) credit hours in the field of computer science, or a closely related field awarded from a regionally accredited or New York State registered college or university or one accredited by the NYS Board of Regents to grant degrees, AND four (4) years of full-time paid experience* in the authoring of Website pages (i.e. designing, creating, implementing, manipulating and integrating Website pages and graphics); OR

D. Any equivalent combination of training and experience, as defined by the limits of (A) through (C) above;

* NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

NOTE: Position may require ability to work Saturdays, Sundays, and holidays; and ability to work shift assignments during the day, evening and nights.