

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: INFORMATION SYSTEMS SPECIALIST
DEPARTMENT: GENERAL SERVICES
REPORTS TO: INFORMATION SERVICES OPERATIONS MANAGER
CIVIL SERVICE: YES

CLASS CODE:0158
FLSA STATUS: N
DATE: 7/07
BARGAINING UNIT: SEIU

JOB SUMMARY:

Under general supervision, performs paraprofessional information technology work pertaining to the maintenance and routine administration of computer programs that support specialized departmental functions using standard platforms and technologies; troubleshoots, researches and resolves moderately complex technical application problems; and provides paraprofessional and technical user support pertaining to assigned programs and systems including the documentation of methods and instructions.

DISTINGUISHING CHARACTERISTICS:

This is a specialized paraprofessional level information technology class assigned to the Information Systems Division in the General Services Agency. Incumbents preponderantly help support the professional activities of the work unit through the performance of technical duties. Duties are performed under general supervision. Incumbents work alone on routine or regular work assignments, checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow. Assignments may emphasize several different functional areas but typically involve the provision of technical customer support pertaining to applications and system administration, maintenance and development.

SUPERVISION EXERCISED:

Incumbents in this class do not directly lead or supervise other employees.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Serves as the technical liaison to one or more departments regarding the ongoing use and administration of their specialized information technology system(s); monitors system resource availability, storage, performance, security, access, and connectivity with internal/external networks; adds new system users; resets passwords; adjusts parameters to improve function; develops and implements system backup processes.
- Reads and interprets computer printouts, reports and screen information; compiles and processes statistical and Ad Hoc data for departments, vendors and others; ensures that data is complete and accurate.
- Provides ongoing technical user support for assigned system(s); troubleshoots, researches and resolves performance, integrity, security, access and other issues/problems within technical parameters; coordinates and/or performs system maintenance activities.
- Communicates with customers regarding system deficiencies and/or enhancement goals; assists with the identification of needs, desired outcomes and process adjustments; communicates with vendors regarding system development and improvement options.
- Reviews and evaluates existing procedures and recommends new procedures as appropriate; writes basic program command scripts to enhance system performance, customer satisfaction and/or operational efficiency.
- Participates on applications development, enhancement and integration projects by coordinating assigned technical activities such as installation and testing processes; makes system modifications as authorized; communicates with department staff to ensure that needs are being met and to relay any concerns or problems to the appropriate parties.
- Provides applications-related training to end-users, employing a variety of software and methodologies to create instructional presentations; identifies repetitive user issues and either personally provides training or coordinates with vendors to provide more comprehensive training.
- Develops and maintains system documentation and user instructions; maintains system service records and resource contacts.
- Recommends the acquisition or retirement of systems based on department needs; communicates with vendors regarding software and hardware costs and availability.
- Attends meetings, trainings and seminars; serves on committees and task forces.
- Continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- PC and mainframe servers

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Completion of 60 semester (or equivalent quarter) units from an accredited college or university, with major coursework in computer science, information systems or a related field, AND two years of journey-level information systems technical support experience that emphasized customer support. An equivalent combination of education, training and experience may also be qualifying.

Licenses and Certifications:

A valid California driver's license is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Basic methods and techniques of providing application support, maintenance and administration including areas such as software installation, troubleshooting and testing.
- Principles and practices of information technology customer service.
- Routine technical programming and scripting techniques.
- Basic data organization and access methods in computerized systems.
- 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 management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- 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.
- Preparing cost estimates.
- 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.

Mental and Physical Abilities:

- 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.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on call work.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.