

## INFORMATION SYSTEMS SPECIALIST

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### **Definition**

Performs a variety of complex supervisory, administrative, and technical work in the development, installation and maintenance of municipal automation systems.

### **Necessary Knowledge, Skills And Abilities:**

#### **Knowledge of:**

Considerable knowledge of modern electronic data processing theory, principles, and practices; considerable knowledge of management information systems; considerable knowledge of office automation and computerized financial applications; considerable knowledge of local area networks (LAN).

#### **Skill to:**

Proficiently learn and operate the following: personal computer, including word processing and spreadsheet software; network computer system; telephone, copy machine, fax machine, postage machine, pen/pencil.

#### **Abilities:**

Ability to prepare and analyze complex reports

Ability to maintain efficient and effective automated systems

Ability to develop simple software programs

Ability to install and troubleshoot PC systems

Ability to effectively supervise staff

Ability to establish and maintain effective working relationships with employees, city officials

Ability to communicate effectively orally and in writing

### **Education And Experience:**

(A) Graduation from an accredited four-year college or university with a degree in computer science or a closely related field, or

(B) Three (3) years of progressively responsible related experience, or

(C) Any equivalent combination of education and experience.

### **Summary of Essential Duties And Responsibilities**

Responsible for Network/Systems Administration, including planning and design, support and maintenance, analyzing, troubleshooting, and performing repairs on computer workstations, servers, and LAN and WAN hardware.

Support and maintain user account information including user rights, home directories, security permissions, and systems groups.

Install new software releases, system upgrades, evaluate and install patches and resolve software related problems.

Regularly perform system backups and plan and implement recovery strategies.

Provide end user support on a variety of issues, including help desk support and response to telephone calls, email and personnel requests for technical support.

Plan and implement budgets, computer use policies, security models, and best use practices.

Manages and supervises assigned operations to achieve goals within available resources; plans and organizes workloads and assignments.

Provides leadership and direction in the development of short and long range plans; gathers, interprets, and prepares data for studies, reports and recommendations.

Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; prepares annual budget requests; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.

Prepares a variety of studies, reports and related information for decision-making purposes.

Consults with management to determine information requirements of departments to determine boundaries and priorities of data processing and office automation projects, and to discuss system needs.

Confers with department heads involved with proposed projects to ensure cooperation and further define nature of project.

Prepares project feasibility studies; Establishes work standards.

Prepares progress reports to inform management of project status and deviation from goals.

Coordinates with management staff, support staff, technical personnel, or vendors to solve problems, as required.

Revises computer operating schedule to introduce new program testing and operating runs.

Reviews reports of computer and peripheral equipment production, malfunction, and maintenance to ascertain costs and plan operating changes.

Prepares and solicits proposals for hardware and software solutions.

Assists staff to diagnose and solve computer equipment problems.

Participates in technical projects such as writing equipment specifications or developing computer programs for specified applications.

### **Peripheral Duties**

Assists in training staff in the use of computer hardware and software.

Represents the city at various conferences and meetings.

Serves as a member of various employee committees.