



CLASS SPECIFICATION

Class Code: 17600
Date Est: 12/2013
Last Rev: 03/2014
Last Title Chg: 03/2014
FLSA: non-exempt
Probation: 12 months

DEPARTMENT SYSTEMS SPECIALIST

DEFINITION

Under general supervision, plans and administers a department's network, servers, computer equipment, software applications and peripherals; install, test, trouble shoot and repair servers; perform system administration duties for department specific software; liaison with vendors; provides end user support; and performs related work as required.

Note: Depending on the department assigned, duties may emphasize software applications, hardware, network or a combination of specialized work assignments.

EXPERIENCE AND TRAINING REQUIREMENTS

Education equivalent to two years of college level course work in Computer Science, Management Information Systems, or a closely related field plus two years full time experience with systems analysis, computer network, computer equipment and software acquisition in a department or similar environment; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the senior experienced level in the Department Systems series, fully competent to perform the full range of department computer, network and/or software application support duties. This job is distinguished from the Department Programmer series in that the primary responsibility is not to design program and implement code and is distinguished from the Department Systems Support Supervisor in that the latter is the working supervisory level in the series.

SUPERVISION EXERCISED

May exercise lead supervision over support staff.

EXAMPLES OF DUTIES (*The following is used as a partial description and is not restrictive as to duties required.*)

Plan, manage, and administer, install, troubleshoot, repair and conduct performance tuning of a variety of servers to include SQL database servers, web servers, file servers, print servers, and, proxy servers.

Setup and maintain user accounts, printers, and peripherals.

Plan, manage, and test back-up procedures and operations to protect data integrity of all servers in the department.

Perform desktop and end user computer support, install software and upgrades on local workstations. Diagnose user hardware and software problems to include operating systems, applications suites, messaging, and network connectivity.

Research and evaluate business requirements and processes.

Design, develop, and test business logic/rules and SQL reports.

Maintain and configure system databases and database tables.

Test and evaluate new products and make recommendations based on results.

Monitor network status and performance.

Coordinate with County and State IT departments to resolve problems and provide solutions for connectivity and access issues and to coordinate changes in computer systems, networks, and components.

Determine user needs and design, develop, program and test web applications using scripting languages and web-based content management systems.

Prepare reports on the system, components, and software for management.

Research and analyze proposed computer applications to determine appropriate usage and compatibility with County hardware and standards.

Coordinate with Technology Services staff to gather information and to make recommendations for the implementation of specialized hardware systems, specialized software systems or applications to ensure systems are functioning properly.

Coordinate with Technology Services staff, department staff and vendors in the planning and installation of specialized software, ensuring compatibility of software with all County policies and standards

Work with vendors to implement systems and resolve problems in a timely manner.

Serve as liaison with users of specialized software to ensure that standards are maintained within vendor-supplied software packages; maintain files of vendor and product information.

Maintain inventory of department computer hardware and software, coordinate with Technology Services staff regarding installation of hardware and peripheral devices in accordance with the PC Refresh Program.

May generate and approve purchase requisitions for computer hardware and software.

Establish data entry standards, create and maintain documentation on database structure; may administer and maintain databases for use by various divisions and outside agencies.

Develop, implement and maintain design and content for internet and intranet websites.

Design and implement online, interactive web based data management and reporting systems.

Develop and maintain documentation for department and user specific, mission critical, software.

Train user department staff responsible for the entry and manipulation of data in the use and capabilities of specialized software.

Provide individual and classroom training to department staff in the use and application of specialized hardware and software.

Provide support to departmental users, including setting up user-specific screens, installation of software programs and upgrades on local workstations. Diagnose user hardware/software problems in coordination with Technology Services staff, Perform system administration.

Assist users in preparing graphic material, training documents, brochures, and various other materials using department specific software.

Design, develop, and generate a variety of department specific queries and reports using a variety of report-generating software and information sources.

Represent assigned department at meetings with Technology Services and participate on committees involving county information technology.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance (*These may be acquired on the job and are needed to perform the work assigned.*)

Knowledge of:

Departmental function, goals, policies, and procedures.

Components and special features of network servers and computers.

Function and application of computer equipment, servers, software, and databases.

Computer software specific to the department/division.

Web-based scripting and content management systems.

Ability to:

Plan and administer various network and database servers.

Trouble shoot and repair computers, network systems and peripheral equipment.

Run diagnostic software and use tools to determine system and component failures.

Set up and maintain user accounts and network security.

Analyze and solve problems during network and workstation setup, maintenance, and diagnostics.

Train staff in the use of computers and software applications.

Prepare documentation including application procedures.

Maintain awareness of current technology, trends, and practices of the trade.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:

Principles and practices of information technology utilization and systems management.

Media production, communication and dissemination techniques and methods including alternative ways to inform via written, oral, and visual media.

Microsoft Office suite products.

Equipment used in the installation, maintenance, and repair of computer systems, servers, networks, and components.

Current industry standards and product availability in hardware, software, and network systems.

System Security Measures

Structured Query Language (SQL).

TCP/IP networks, protocols and tools.

Ability to:

Evaluate options, develop alternatives, and justify recommendations.

Determine user needs and business requirements.

Maintain awareness of current technology, trends and practices of the trade.

Assemble personal computers and new PC workstations including add-on components, circuit boards, and special features.

Install, test, trouble shoot and repair personal computers and networks.

Load County approved software and run diagnostics to ascertain that a system and software is properly installed and running.

Read, interpret, and apply regulations, standards, and instructions.

Communicate in a clear, concise manner, both verbally and in writing.

Work effectively with the end users in the setup and repair of PC workstations, computers, and components.

Confer with management or development teams to prioritize needs, resolve conflicts, develop content and reporting criteria, and choose solutions.

Establish and maintain effective working relationships with internal and external customers.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to sit for extended periods. Ability to frequently stand, walk, stoop, and kneel. Ability to lift and move objects weighing up to 50 lbs. Ability to work under conditions involving exposure to electrical energy, dust, grease, and chemicals.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.