DEPARTMENT: Personnel

BY: Rich Inman
PHONE: 966-3222

RECOMMENDED ACTION AND JUSTIFICATION:

Adopt the System Support Analyst and Information Systems Analyst I/II job descriptions prepared by Merit System Services (MSS) and approve the use of the job title of System Support Analyst and Network Administrator respectively for County purposes effective immediately.

A classification study was conducted of all positions responsible for information systems/technology functions within MSS. As a result of that study, changes to the MSS job descriptions were recommended. MSS believes that these changes will provide a great deal of flexibility, while still ensuring that candidates possess the required knowledge and skills. Based on MSS’ recommendation, the County will want to use MSS’ job description for System Support Analyst as well as use the same title. The County will further want to use MSS’ job description for Information Systems Analyst II and use the title of Network Administrator.

There is no change in salary as the overall job duties and level of responsibility have not changed.

(MSS is an agency that administers human resource services for the California State Personnel Board. The State Personnel Board requires conformity in positions that are state and federally funded. The System Support Analyst and Network Administrator are two such positions.)

BACKGROUND AND HISTORY OF BOARD ACTIONS:

The Board has approved similar actions in the past.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

Financial Impact? ( ) Yes [X No Current FY Cost: $ Annual Recurring Cost: $
Budgeted In Current FY? ( ) Yes ( ) No ( ) Partially Funded
Amount in Budget: $ Additional Funding Needed: $
Source:
Internal Transfer
Unanticipated Revenue ______ 4/5’s vote
Transfer Between Funds ______ 4/5’s vote
Contingency ______ 4/5’s vote
( ) General ( ) Other

CLERK’S USE ONLY:
Vote – Ayes: ___ Noes: _____
Absent: _____
Approved
( ) Minute Order Attached ( ) No Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.
Date: __________________________

Attest: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California
DATE:       June 22, 2005

TO:         Cheryl Rutherford-Kelly, Director  
             Human Services Department  
             Mariposa County

FROM:       Susan Helland, Client Services Manager  
             Merit System Services

SUBJECT:    INFORMATION SYSTEMS CLASSIFICATION STUDY –  
             RECOMMENDED ALLOCATIONS

Two positions within Mariposa County were included in the MSS class study of all  
positions responsible for information systems/technology functions for a preponderance  
of time. The table below provides the recommended allocation of these positions as a  
result of the classification study. If there are any changes in classification, your MSS  
consultant will contact you to discuss the process to implement the recommended  
changes.

We recognize that different counties have unique procedures to implement  
classification/title changes. You will need to coordinate with your central Human  
Resources Department to implement any changes.

If you have any questions, please contact your MSS consultant

<table>
<thead>
<tr>
<th>Current Classification</th>
<th>Recommended Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network Administrator</td>
<td>Information Systems Analyst I/II</td>
</tr>
<tr>
<td>System Support Analyst</td>
<td>System Support Analyst</td>
</tr>
</tbody>
</table>

Cc: Pat Kuhlman
SYSTEM SUPPORT ANALYST

CLASSIFICATION DEFINITION

Under general supervision, the System Support Analyst serves as the main resource person for users of a statewide automated system and related systems which support public assistance and/or child welfare services; answers user questions; analyzes, investigates, and resolves computer-related problems; improves and modifies systems; provides training and instruction; coordinates with the state central help desk; and performs related work as required.

The System Support Analyst is a full journey level classification. Incumbents are required to apply extensive knowledge of multiple public assistance and/or child welfare programs, automated public assistance and/or child welfare systems, computer hardware equipment and software applications. The System Support Analyst may provide functional direction to eligibility or social services staff and fiscal staff for duties related to the help desk function.

SUPERVISION EXERCISED AND RECEIVED

The System Support Analyst receives supervision from a higher-level supervisor or manager. The System Support Analyst may provide functional direction to eligibility, social services, fiscal, or other staff for duties related to the help desk function.

TYPICAL DUTIES
Duties may include, but are not limited to, the following:

- Acts as a resource person for users by answering questions and resolving problems related to the use, application, and operation of a statewide automated system which supports public assistance or child welfare programs.
- Diagnoses problems to determine if the cause is due to system, software, hardware, or other sources, and corrects problem and operational procedures or refers more difficult problems to appropriate personnel or vendors.
- Troubleshoots and corrects problems with peripheral equipment such as printers and print servers.
- Researches regulations, procedures and/or technical reference materials as necessary.
- Reviews upcoming changes to programs, regulations or system (All County Letters, Management Change Requests), identifies impact on and necessary changes to the statewide automated system and provides recommendations.
- Troubleshoots case problems and reviews change requests from staff, applies rules and regulations, determines if a change to the statewide automated system is required and provides recommendations. Develops workarounds when necessary.
- Analyzes mainframe data for system problems, and researches problems to identify appropriate action to take.
- Meets with management, supervisory staff, and other staff regarding systems usage, improvements, modifications, maintenance, and training needs for workers.
- Works with computer support personnel in identifying problems with the system, programs, PC's, or printers.
- Works with programmers, computer vendors, and computer personnel to improve the effectiveness of the system.
- Coordinates with the state central help desk personnel to resolve problems.
- Documents and tracks system problems and writes reports on issues.
- Stays abreast of the statewide automated system procedures, and prepares on-line bulletins to inform users of changes or additions.
- Writes or assists in writing and revising procedures, instructional materials and staff development tools for systems-related training.
- Develops system training material for users, or recommends outside contractors to provide training.
- Attends meetings and represents department at meetings with other departments and agencies for information sharing, system improvements and implementation of changes.
- Develops and produces ad-hoc reports from the automated system in response to requests from departmental personnel.
- Creates spreadsheets, templates, and/or forms to assist users.
- Authorizes system access to new users, assigns users a profile and password.
- Relocates computer equipment and printers.
- Maintains and installs personal computer software, such as word processing, email, spreadsheet, anti-virus software and provides training.
- Confers with staff regarding system hardware and/or software needs, conducts research, recommends purchases, and completes necessary paperwork.
- Performs quality review of staff cases to ensure compliance with regulations and/or full system utilization.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Departmental goals and program objectives.
- Statewide automated systems from a user perspective and general application.
- Terminology relating to computer software, hardware, and peripheral equipment.
- Methods of system diagnostics, error research and trouble-shooting.
- Training methods and techniques.

Ability to:

- Evaluate and interpret automated information systems from a user perspective.
- Identify, evaluate and research operational problems, make independent judgments and implement changes.
- Troubleshoot system, hardware and software problems.
- Gather information and analyze data to establish or identify needs and make
• recommendations for improvement. Ability to interpret and evaluate program effectiveness; draw logical conclusions and make appropriate recommendations.
• Understand, interpret and apply rules, regulations, ordinances and legislation; stay abreast of new program regulations and legislation; and determine the impact of regulatory change on local operations and systems.
• Maintain records, document actions, prepare narratives and related reports.
• Read and comprehend written material on a wide variety of technical subjects.
• Organize, prioritize, schedule and coordinate work flow to meet production deadlines.
• Establish and maintain effective working relationships with all persons contacted during the course of work.
• Maintain confidentiality of information.
• Communicate effectively orally and in writing.

Public Assistance Services Option (In addition to the general KAs)

Knowledge of:

• Legislation, regulations, and procedures related to multiple public assistance programs and related case administration techniques.
• Work methods and techniques employed by eligibility staff, including documentation and reporting requirements.
• Statewide automated systems which support public assistance programs from a user perspective and general application.

Child Welfare Services Option (in addition to the general KAs)

Knowledge of:

• Legislation, regulations, and procedures related to multiple child welfare programs and related case administration techniques.
• Work methods and techniques employed by social services staff, including documentation and reporting requirements.
• Statewide automated systems which support child welfare programs from a user perspective and general application.

MINIMUM QUALIFICATIONS (Education and/or Experience)

Two years of experience that has included the use of a statewide automated system and related systems, which support either public assistance or child welfare programs (depending on option recruited for). This experience must have provided the applicant with broad knowledge of the relevant programs and statewide automated system.

AND

Computer related education, training, or experience that provided knowledge of an operating system such as Windows and a major software application.
SPECIAL REQUIREMENT

Some positions may require the ability to lift up to 40 lbs.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver’s License. Employees who drive on County business to carry out job-related duties must possess a valid California driver’s license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

(Revised: 12/05 B/S Res. No. 05-602)
CLASSIFICATION DEFINITION

Perform a variety of professional, technical and analytical duties in the design, oversight, coordination and operation of a department’s automation system, including enterprise, client/server and desktop systems and networks. Duties include work in the areas of user and system requirements analysis, network administration and maintenance, and/or applications development and maintenance.

Information Systems Analyst I

Information Systems Analyst I is the entry/trainee level in the Information Systems Analyst series. Employees in this class work under close supervision, receive in-service training, and are given detailed instructions in the performance of duties related to designing, overseeing and coordinating a department’s information systems. As requisite skills and knowledge are developed, greater independence is exercised and employees are expected to perform increasingly responsible and difficult assignments. Employees are expected to promote to Information Systems Analyst II after one year of satisfactory performance at the trainee level.

Information Systems Analyst I differs from the lower level class of Information Systems Technician in that the latter is more technical in nature, dealing with computer development and maintenance work focused more on operational problems. Information Systems Analyst I differs from the class of Systems Support Analyst in that the latter class’ primary responsibility is as the main resource for statewide automated systems and related systems which are designed and supported by the state. The Information Systems Analyst uses technical knowledge and analytical skills to determine, design, and implement necessary changes to the Department’s information systems, including enterprise, client/server and desktop systems and networks.

Information Systems Analyst II

Information Systems Analyst II is the full working journey level class in the Information Systems Analyst series. Employees in this class are expected to be technically proficient in performing their assigned duties at a high level of independence under minimal supervision. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Information Systems Analyst I, or if filled from the outside, require prior related experience.
TYPICAL DUTIES
Duties may include, but are not limited to, the following. For Information Systems Analyst I, duties are performed at the trainee level.

- Oversees and coordinates the planning, development and use of the department's information systems and services, including enterprise, client/server and desktop computer systems and networks and telecommunications networks.
- Analyzes, detects, identifies and corrects technical problems and deficiencies.
- Installs and integrates personal computer software and hardware.
- Performs second-level help desk activities, providing more complex technical support on system software and hardware.
- Interprets county, state, and federal regulations to determine impact on assigned system functions; develops system modifications to ensure compliance with regulations.
- Monitors and collects data on system performance.
- Participates in developing, implementing, and coordinating operating policies and procedures related to the department's automated system.
- Consults with and advises staff and users on technical problems, legal and system requirements, and county policies and procedures that impact operation of the computer system; solves system problems; tracks reported problems through resolution.
- Authorizes system access to users.
- Confers with users to assess computer system needs, including software and hardware, network enhancements, connectivity, etc. and makes recommendations to management regarding purchases.
- Assists in planning for expansion and utilization of the computer infrastructure on a departmental level.
- Performs related duties as assigned.

Network/Server Administration Option (In addition to the general duties)

- Manages the data communication network that links multiple computers and users, and also manages servers.
- Installs, configures and troubleshoots networked equipment including hardware, software and peripheral equipment.
- Evaluates and tests system and network upgrades.
- Monitors network traffic, performance and security and recommends changes to enhance services.
- Investigates, analyzes and resolves complex network related problems.
- Performs network administration, adding, modifying and removing user profiles and related permissions.
- Plans and coordinates the relocation of network resources and infrastructure.
- Designs, installs, configures and supports interconnectivity between a variety of electronic systems.
Application Development Option (In addition to the general duties)

- Analyzes client information regarding business requirements and recommends technology solutions.
- Designs, develops, tests, builds, implements, maintains and enhances computer application systems that perform automated business processes to meet departmental needs.
- Prepares specifications.
- Designs logic flow diagrams, screens, file structures, reports, forms and menus.
- Performs quality assurance tasks.
- Tests and de-bugs application.
- Develops technical documents, including procedures.
- Provides training on new application systems to users.

EMPLOYMENT STANDARDS

Knowledge of:

- Operation of various types of computer and peripheral equipment.
- Principles, procedures, techniques, nomenclature, and operation of computer systems.
- Computer equipment maintenance procedures, hardware configurations, and operating principles.
- Capabilities, limitations, characteristics, and uses of computer information systems, related hardware, various software application programs and operating systems.
- Telecommunications and networking equipment, maintenance procedures, hardware and software configurations, and operating principles.
- Techniques of personal and group instruction and training.
- Procedures necessary to maintain the integrity and security of data in the automated system.
- Principles and practices of technical problem solving.
- Business system applications.

Ability to:

- Evaluate and interpret automated information systems from a user perspective.
- Analyze departmental data system needs and requirements; identify goals and objectives, and problems; examine alternatives; develop conclusions and recommendations; and implement solutions.
- Prepare clear and concise reports, documentation, and other written materials.
- Read and comprehend written material on a wide variety of technical subjects.
• Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
• Establish and maintain effective working relationships with all persons contacted during the course of work, including clients, users and senior managers.
• Maintain confidentiality of information.
• Communicate clearly and concisely, both orally and in writing.

Network/Server Administration Option (In addition to the general KAs):

Knowledge of:

• Logical and physical network design.
• Standard networking concepts and practices, including server/networking administration.
• Networking equipment, switches, routers, internet protocols, firewalls.
• Data communication concepts and principles
• Network security policies, techniques and procedures.
• Network documentation, configuration, maintenance and diagnostic procedures and techniques.

Application Development Option (In addition to the general KAs)

Knowledge of:

• Business system analysis
• Database applications
• Principles and practices of database development.
• Programming languages

MINIMUM QUALIFICATIONS (Education and/or Experience)

Information Systems Analyst I:

1. Equivalent to an Associate’s Degree or completion of an approved certificate program in computer science, information systems technology, management information systems or a related field.

AND

One year of experience in the Interagency Merit System performing duties comparable to Information Systems Technician; or
One year of experience analyzing, installing, maintaining and troubleshooting computer hardware, software and network devices, which includes working with various operating structures and database structures. (Additional qualifying experience can be substituted for the educational requirement on a year-for-year basis).

OR

2. One (1) year of experience in the design, oversight, coordination and operation of a department’s automation system; which includes, depending upon the option recruited for professional experience in network/server administration or application development

**Information Systems Analyst II**

1. One (1) year of experience in the Interagency Merit System performing duties comparable to Information Systems Analyst I.

OR

2. Two (2) years of experience in the design, oversight, coordination and operation of a department’s automation system; which includes, depending upon the option recruited for, professional experience in network/server administration or application development (Equivalent to an Associate’s Degree or completion of an approved certificate program in computer science, information systems technology, management information systems or a related field may be substituted for up to one year of the required experience).

**SPECIAL REQUIREMENT**

Some positions may require the ability to lift up to 40 lbs.

**DRIVER LICENSE REQUIREMENT**

Some positions in this classification may require possession of a valid California driver’s license. Employees who drive on County business to carry out job-related duties must possess a valid California driver’s license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

(Revised: 12/05 (B/S Res. No. 05-602)