RESOLUTION - ACTION REQUESTED 2012-478

MEETING: September 25, 2012

TO: The Board of Supervisors

FROM: Rick Benson, County Administrative Officer

RE: Approve Amendment to Information Systems Specialist Job Description

RECOMMENDATION AND JUSTIFICATION: Approve an amendment to the Information Systems Specialist job description by revising the minimum qualifications to add a substitution clause.

The education requirement for the Information Systems Specialist requires an Associates Degree in information systems, computer science, or a closely related field. A successful candidate must also have two years of experience. While education is important in acquiring specific skills, direct experience related to a particular field is critical and in the case of the Information Systems Specialist, substituting experience for the required education is critical because information technology is an ever-changing field. An individual with the latest experience may be of more value to the County than an individual with an information technology degree earned several years ago. Adding a clause that substitutes experience on a year for year basis for the degree provides for another alternative in qualifying individuals for a position in a field that frequently changes.

BACKGROUND AND HISTORY OF BOARD ACTIONS: The Board approved the Information Systems Specialist job description on April 27, 2004. From time to time, the Board amends job descriptions as necessary.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

FINANCIAL IMPACT:
None on this action.

ATTACHMENTS:
Information Systems Specialist(DOC)

CAO RECOMMENDATION
Requested Action Recommended
RESULT: ADOPTED BY CONSENT VOTE [UNANIMOUS]
MOVER: Jim Allen, District V Supervisor
SECONDER: Lyle Turpin, District II Supervisor
AYES: Stetson, Turpin, Bibby, Cann, Allen
INFORMATION SYSTEMS SPECIALIST

DEFINITION
To perform computer systems design, analysis and maintenance for computer hardware and software systems; to analyze individual departmental functions and data requirements and develop and maintain the integrated hardware and software necessary to meet those needs; to provide technical assistance and user training; and to perform related duties and responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED
Receives direction from the Technical Services Director.

EXAMPLES OF ESSENTIAL FUNCTIONS
Assists County departments in determining information system and service needs.

Conducts functional analysis activities and feasibility studies; researches and tests existing software and makes purchase recommendations; develops estimates of project time, cost, personnel and equipment requirements.

Analyzes and creates system designs.

Implements new or revised systems and programs.

Installs and configures hardware and software.

Plans and conducts systems testing; develops test data; analyzes results and modifies programs and systems as required.

Prepares and maintains user documentation and operating procedures; prepares system descriptions; develops and conducts training programs for users.

Monitors system applications to ensure efficient operation; provides first-line technical response as needed; detects and diagnoses any errors in programs and corrects accordingly.

Performs necessary program temporary fixes.

Coordinates user access and system security; maintains user profiles; ensures the integrity of existing/converted data.

Manages jobs and job queues.

Maintains databases; creates custom reports as requested.

Maintains data back-up and recovery procedures.

Manages peripheral equipment, such as controllers, printers, modems and magnetic storage devices.
Maintains inventory of system hardware and software applications.

Provides professional and timely user assistance and support; remains on-call as scheduled for after-hours problem response.

Coordinates activities with the Network Administrator, other divisions and departments, vendors, contractors, telecommunications companies, other agencies, etc., as necessary.

Performs general clerical work as necessary, including preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, maintaining logs and lists, etc.

**EMPLOYMENT STANDARDS**

**Knowledge of:**

All pertinent federal, state and county laws, codes, rules, regulations and standards.

County and division policies and procedures.

Principles and techniques of computer programming, systems analysis, database management, computer operations, data processing controls, remote communications, data interface utilities, networking and network protocols.

Specialized public sector/government information systems applications.

Fundamentals of IBM mid-range computers.

Programming languages and utilities, relational database structures, structured programming design and industry-standard system testing and documentation techniques.

Principles of mathematics and logic.

Records storage and handling techniques.

Data security requirements and practices.

Operating capabilities of common hardware configurations.

Research and design methods and procedures.

Software applications currently used by the County.

Methods of user training.

Modern office practices and technology.

English usage, spelling, grammar and punctuation.
Business letter and report writing techniques.

**Ability to:**
Interpret and apply federal, state and local laws, rules and regulations, policies and procedures pertaining to areas of responsibility.

Set work priorities, and organize and schedule work to meet deadlines.

Exercise sound independent judgment within general policy guidelines.

Determine the information processing needs of user departments and develop appropriate systems and services to meet individual requirements.

Learn and effectively operate computer systems and department-specific software.

Analyze, design, code, test and implement application software, and implement and maintain systems software.

Conduct functional analysis to relate manual functions to computer applications.

Manage, create and delete devices, lines and controller and their descriptions.

Perform system backup, security and restoration work as required.

Develop and conduct technical training; write instruction and procedural manuals for the use and operation of electronic data processing systems.

Provide professional, efficient user support and assistance.

Analyze technical problems, evaluate alternatives and make sound recommendations in support of goals.

Establish and maintain effective working relationships with those contacted in the course of the work.

Maintain accurate records and prepare clear and concise documentation and reports.

Work with sensitive, confidential information as required.
Communicate clearly and concisely, both orally and in writing.

Perform work safely following all rules and regulations.

Meet the physical requirements necessary to successfully perform assigned duties.
TYPICAL WORKING CONDITIONS
Work is performed in a normal office environment. Tasks may involve extended periods of time at a keyboard or workstation. Worker is subject to irregular working hours on an on-call basis.

TYPICAL PHYSICAL REQUIREMENTS
Requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 50 pounds in weight. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS
Experience:
Two years of experience performing systems analysis and design and/or programming for business applications using advanced computer software and hardware.

Education:
Graduation from an accredited college or university with an Associate’s degree in information systems, computer science.

Substitution:
Additional experience in information technology may be substituted for the college education on a year-for-year basis.

Additional Requirements:
Possession of a valid California operator’s license. Under certain circumstances, the Personnel Director may accept a valid driver’s license if applicant acknowledges his/her intent to acquire a California driver’s license within three months by signing an acknowledgement form.

Certifications in mid-range computer and server operating systems are desirable.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.