

ITS SPECIALIST*

DISTINGUISHING FEATURES OF THE CLASS: This is technical work of a complex nature involving the responsibility for the coordinating of computer system projects and the installation of a variety of equipment in a networked system including providing overall computer system support. The incumbent will also be responsible for training users as well as the troubleshooting of equipment. The work is performed under the general supervision of a higher-level administrator and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Installs equipment such as desktop and laptop personal computers, office information systems hardware, mobile units and related peripherals such as computer monitors, printers, scanners, etc.;

Evaluates department needs and makes recommendations for the design, modification, and implementation of various computer processes;

Meets with department staff to review computer-related priorities, resolve problems, monitor ongoing projects, etc.;

Develops and conducts training programs for users which includes scheduling and conducting sessions, developing training and procedure manuals as well as providing ongoing technical support;

Configures and installs hardware and software;

Trains personnel to use job-specific programs;

Sets up parameters for security purposes and maintains system security;

Completes special administrative and technical projects as assigned;

Reviews various computer system operations to determine proper interface with applicable programs;

Performs maintenance on hardware such as printer, modems, mobile units, etc.;

Maintains an inventory control of all hardware and software;

Keeps records of service contracts and service calls;

Prepares reports, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of computer systems administration, including systems development; good knowledge of network administration; ability to assess the information system needs of individuals and functional areas; ability to train equipment users; ability to install and troubleshoot equipment; ability to maintain a secure confidential automated system which protects confidential records and statistics used by the staff; ability to understand and interpret complex written material; ability to prepare written material; ability to communicate effectively, both orally and in writing; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS:

1. A Bachelor's degree or higher in Computer Science, Information Technology, or a related field, and two (2) years of paid work experience which involved hands-on application, development or operation of computer programs as a major function** of the work; or
2. Possession of an Associate's degree in Computer Science, Information Technology, or a related field, and four (4) years of paid work experience as indicated above; or
3. Graduation from high school or possession of an equivalency diploma and six (6) years of paid work experience as indicated above.

(over)

*This is a retitling of MIS Specialist (Group of Classes).

**Major function of the work shall mean more than 50%.