MIS TECHNICIAN (GROUP OF CLASSES)

DISTINGUISHING FEATURES OF THE CLASS: This is technical work involving responsibility for providing general computer system support and for assisting staff in resolving basic computer software problems specific to a County department. The precise duties would depend on the area of assignment. The work is performed under the general supervision of a department manager or administrator. Does related work as required.

TYPICAL WORK ACTIVITIES:
Maintains a computer database for the processing of information specific to a County Department (e.g. programs related to Welfare Management Systems);
Develops custom computer applications (i.e. uses software) including information storage and report capabilities;
Enters data into computer on client applications while checking for eligibility and accuracy;
Uses a variety of software packages, as needed;
Monitors computer program performance and proposes and makes recommendations for modifications to existing systems;
Provides routine training to staff on the use of computer applications, as needed;
Provides end-user support and troubleshoots and resolves software related questions and problems;
Resolves minor computer hardware and network related issues, as needed;
Documents applications and maintains procedure manuals for same.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of the principles and practices of system analysis, organization, forms and records management; good knowledge of computer software pertaining to specific County departments*; good knowledge of the principles and practices, capabilities and techniques of electronic data processing; good knowledge of desktop computer systems; ability to communicate effectively, both orally and in writing; ability to understand and interpret written materials, especially computer software manuals; ability to prepare written material; ability to establish and maintain cooperative relations with others.

MINIMUM QUALIFICATIONS:
A Bachelor’s degree or higher in Computer Science, Management Information Systems, Data Processing, or comparable curriculum and two (2) years of technical experience in data processing, systems administration and/or development, systems analysis or comparable.

*To be demonstrated during the probationary period.

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Competitive