

<p>POSITION DESCRIPTION</p> <p>Information Systems Specialist</p> <p>FLSA Status: Non-Exempt EEO Category: Occupational Salary Grade/Band</p>	<p style="text-align: right;">7 May 2014</p> <p style="text-align: right;">Reports to: IS Director</p> <p style="text-align: right;">Revised: _____</p> <p style="text-align: right;">Human Resources Initials: _____</p>
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POSITION PROFILE

Under supervision of the Information Services Department Director, performs working level professional technical support duties as needed to install and maintain county-wide information, telecommunication and data processing operations of the county.

- GOALS**
- To demonstrate an understanding and exemplary knowledge of hardware systems and software programs.
 - To ensure work performance, effective time management practices, and attention to detail.
 - To articulate and convey information accurately and appropriately to staff and departments.
 - To demonstrate knowledge of technology and other job-related tools.

- ESSENTIAL FUNCTIONS**
- Programming**
- Performs custom programming of stand-alone computer programs as needed to access county databases utilizing various programming languages, i.e., ASP.net, ADO.net, VisualBasics.net, etc. Performs custom development of various reports and forms using ASP.NET applications.
 - Develops highly complex, diagrammatic, verbal and mathematical plans and instructions for data processing equipment. Develops and implements computer solutions. Tests and debugs programs. Works closely with user departments in investigating, identifying and defining systems problems and beneficial enhancements.
 - Trains users and peers in use of appropriate application programs and systems.
- Network Administration**
- Manages Local Area Networks (LANS), Wireless Area Networks (WLANS) and Virtual Networks for performance and security; installs, maintains and monitors the operation of county and library networks in conjunction with State LAN and UEN; recommends and implements LAN, WAN policies and standards and ensures adherence to proper standards; maintains contact with outside organizations for the maintenance, service and purchase of LAN equipment.
 - Maintains Unix/Linux/Windows operating systems running a multitude of various applications and databases; tracks hardware/software inventory and licenses related to proprietary software; performs maintenance on servers, desktops, laptops and peripheral equipment; specifies

requirements and manages the development of internal IT based services and projects as assigned.

- Reviews security issues and access control mechanisms to prevent unwanted access to county/state networks; adheres to network change management and configurations that meet required security policy; develops new methodologies to improve networking performance and client service.
- Designs, installs, tests, verifies, and validates firewall systems; utilizes current trends, principles and practices for information assurance and network security; evaluates, troubleshoots and debugs network performance issues, i.e., availability, utilization, throughput and latency focusing on network design and protocol security.
- Oversees day-to-day administrative functions of the Data Center; recommends upgrades, patches and new applications and equipment; manages data center operations including climate control, power, security, hardware and software; assess changing technology to determine impact upon existing systems.
- Maintains, installs and expands network infrastructure; installs or replaces hardware, assembles computers and components; network wiring and related components; installs switches, punch panels, rack equipment and backup power sources.

Customer Service:

- Manages Helpdesk function to provide 1st level of support for all computer system users for hardware and software applications; manages continuous computer operations; performs various complex technical assistance for end users; performs various installation projects related to hubs, switches, routers, etc.; sets up new users, monitors and work groups; assures proper configurations for system and end user work stations; removes viruses and spyware.
- Provides direct support for software including word processing, spreadsheets, e-mail, network connections, printer problems, etc.; updates departmental websites.

Disaster Recovery

- Participates in the development and maintenance of systems integrity; develops and maintains backup and recovery procedures to assure system protection in the event of hardware/software failure and preserve digital records; plans and schedules rotation of backup media; assures privacy and security for systems software and database; documents procedures and trains personnel to respond to emergencies as needed; designs and sets up security systems, including passwords, log-ins, and various levels of the same.
- Evaluates and recommends hardware and software acquisitions; evaluates and monitors system capacity; predicts and estimates hardware and software performance for current and future operations volume; assures hardware and software capability to continually handle changing information and storage requirements; provides recommendations for improving operational efficiency throughout the county.

Server Administration

- Performs maintenance and coordinates acquisition of system servers; assemble, upgrade and install server stations; monitors daily operation.

Database Administration

- Performs database administration; designs organizational data definitions and standards; assist in the development and review of logical database file designs; provides for adequate privacy and security for database and establish recovery procedures; monitors and measures database usage statistics; recommends changes for non-performing applications.

Telecommunications

- Performs a variety of complex technical duties as needed to install, maintain and monitor

telecommunications system; ensures proper and timely licensing under FCC regulations; programs and reprograms radios; negotiates cellular phone services and fees.

- Performs related duties as business necessitates.

EDUCATION AND EXPERIENCE

- Bachelor's or Associates preferred; Information Science, communication technology, electronics, data management or related field; and
- Two (2) years responsible experience performing above and related duties; specific experience computer system and software management is preferred; and/or
- A combination of equivalent education and experience.

LICENSE AND CERTIFICATION

- May be required to attain MCSE, MCSD (Microsoft), or Fortis Administrator.
- May be required to become CISSP, GIAC and CCIE certified. Must be or become ShoreTel PBX trained.

SKILLS/ABILITIES

- Working knowledge of data-base management, system design concepts, detailed logical flow charts; computer language, coding and automatic data-processing equipment; computer capabilities.
- Ability to apply algebra and related mathematics essential to computer programming; information system management concepts; methods and standards for project control; hardware configurations and capabilities; operating system fundamentals; data communication concepts; documentation procedures.
- Ability to implement server programs (SQL, Windows and .NET), fourth generation programming languages; microcomputers and Microsoft operating systems; county data bases; "Helpdesk" support methods.
- Create organization and procedures, automated operations, job scheduling, report distribution, etc.
Strong interpersonal communication skills and interrelationships of various county departments a must.
- Application of data-base management, system design concepts, information system management concepts; methods and standards for project control; hardware configurations and capabilities; operating system fundamentals; data communication concepts; documentation procedures; technical programming.
- Attention to detail.
- Enhanced organizational skills.

PERFORMANCE MEASUREMENTS

- Exemplify professional, courteous, and timely work processes.
- Ability to develop effective working relationships with elected officials; technicians, vendors, supervisors, and co-workers.
- Ability to maintain confidentiality.
- Ability to interpret and carry out instructions and assignments as warranted.
- Ability to impart information to others when necessary and as required by State and Federal

laws.

LANGUAGE SKILLS

- Must be able to write clearly, concisely and have a good command of the English language.
- Must be able to respond professionally to inquiries from departments and Commission.
- Requires skill in the application of both office methods and procedures and technology.

REASONING ABILITY

- Ability to plan and develop logical applications of computer technology to address complex algebra and numeric problems; analyze a variety of problems and arrive at alternative solutions applicable to computerization, communicate effectively, verbally and in writing.
- Ability to apply common sense to carry out instructions furnished in written or oral communications.
- Ability to convey understandable instructions and/or problem resolutions.
- Ability to add, subtract, multiply, and divide in all units of measurement, using whole numbers, currency, common fractions, and decimals.

PHYSICAL REQUIREMENTS

- While performing the duties of this job, the employee is regularly required to stand; sit; walk; talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.
- Talking, hearing and seeing essential to job performance.
Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Normal office working conditions. The noise level in the work environment is quiet to moderate.
- Occasional local travel required.

ADA STATEMENT

- Ability to perform the essential functions of this position with or without reasonable accommodation.