

DEPARTMENTAL INFORMATION SYSTEMS COORDINATOR

DEFINITION

Under general direction, serves as the primary resource person for users of specialized automate systems and is responsible for maintenance and administration of automated database; authorizes system access to individual users; investigates and reports basic computer problems to the computer system maintenance organization; requests improvements and modifications to systems; provides training and instructions to department personnel using the system and performs other related work as is required.

DISTINGUISHING CHARACTERISTICS

This position is responsible for providing departmental coordination in automated systems and typically works under the supervision of a departmental manager to provide in-house expertise on the applications used on specialized automated systems in operation departments.

This position performs professional assignments necessary to administer and maintain an operation department's utilization of a specialized automated system and use of computer applications. This position may be required to apply extensive knowledge of departmental structure and operations and specialized automated systems unique to the department or may be expected to develop an in-depth understanding of the functions, regulations, services and role of the department to which assigned.

REPORTS TO

This position reports directly to the department manager and works collaboratively with the Information Technology Department.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work is performed in an office environment, continues contact with staff and the public. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting, sits for extended periods; frequently standing and walking. Use of office equipment including but not limited to: computer, telephone, calculator, copier machine, fax machine.

Physical: Sufficient physical ability to lift and move objects weigh up to 30 lbs. Work in an office setting and operate office equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents, normal manual dexterity eye-hand coordination.

Hearing: Hear in the normal audio range with or without correction.

EXAMPLE OF DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address

business needs and changing business practices. Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that the qualified employees can perform the essential functions of the job.

- Act as a resources person for users of automated system(s) applications; Answers questions and resolves problems related to use and operations of the application; Coordinates a central help desk to resolve problems.
- Coordinates with computer support personnel in identifying and resolving problems with the system, including programs, workstations and other related hardware and software.
- Confers with operating department personnel regarding changes in manual and computer system design; Collaborates with others to improve the effectiveness of the system and make recommendations for systems and procedures improvements; Stays abreast of the new automated systems procedures and prepare on-line bulletins to inform users of changes or additions.
- Documents and tracks system problems and writes reports on issues: Writes or assists in writing and revision procedures, instructional materials or staff development tools for systems-related training.
- Develops other system training material for users, or recommends other training resources as needed.
- May attend meetings and represent the department with other departments and/or other agencies for information sharing, system improvements and implementation of changes: May plan or assist in planning the implementation of conversion from current systems to newly purchased systems.
- Assures system security; Monitors personnel registration and security including authorizing user access to system functionality; Performs consistent backup and recovery operations; Monitor batch results and correct batch problems.
- Serves as a leadworker over subordinate staff; schedules, assigns and reviews the work of subordinate staff.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential function. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Knowledge of:

- Capability and limitations of various computer operation systems including DOS, Windows and networks.
- Computer applications used in data management.
- Terminology related to computer hardware, software, network and peripheral equipment
- Analytical processes.
- Working knowledge of the functions, regulations, services, programs and operations of the department.
- Training methods and techniques of automations systems applications.
- Methods of error research and troubleshooting.

Ability to:

- Evaluate and interpret automated information systems and functions from a user perspective.

- Identify, evaluate, and research application systems problems and coordinate corrective actions, as required, with computer support personnel.
- Gather information and analyzed data to establish and maintain system user protocol.
- Make recommendations for system and operations enhancements.
- Read and comprehend written materials on a wide variety of application system subjects.
- Maintain confidentiality of information in accordance with legal standards and/or County regulations.
- Organize, prioritize, schedule and coordinate work flow to meet project deadlines.
- Communicate effectively with all levels of staff in the organization both orally and in writing.
- Provide excellent and courteous customer service and establish and maintain effective working relationships.
- Utile effective judgment regarding establishment and maintenance of application system features such as registration, user profiles, system access security, e-mail administration and appointment schedule templates.
- Plan assign and coordinate the work of subordinate staff.

EMPLOYMENT STANDARDS:

Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

Possession of a Bachelor's degree in computer science, information systems, business administration or a closely related field.

OR

Possession of an Associate's degree in computer science, information systems, business administration or a closely related field.

AND

Experience:

Two (2) years of recent, increasingly responsible experience designing, programming, analysis and /or administration of computer hardware and software systems.

OR

Four (4) years of recent, increasingly responsible experience designing, programming, analysis and /or administration of computer hardware and software systems.