

## INFORMATION SYSTEM SPECIALIST

### DEFINITION

Under general direction, functions as a technical specialist who defines problems, proposes solutions, prepares cost estimates, develops, customizes, implements, and maintains software and hardware specifications, configuration, and systems; coordinates the implementation of new or modified information systems; and troubleshoots user and system problems.

### EMPLOYMENT AT WILL:

The Information System Specialist classification is established as an "at will" position and, as such, the incumbent serves at the pleasure of the Court Executive Officer. The Court Executive Officer has the right to terminate the employment of any incumbent in the position of Information System Specialist at any time, with or without advance notice, and with or without cause.

### DISTINGUISHING CHARACTERISTICS

Positions in this journey level classification are responsible for providing specialized support at levels that are more complex than those performed at the technician level. Incumbents at this level assist and provide support in assigned functional areas, such as network, database, application, and web. This class is distinguished from the lower level Information Technology Technician series in that the latter is primarily responsible for providing basic computer workstation support and may serve as the first level responder to court staff.

### ESSENTIAL FUNCTIONS

*Essential functions and tasks may include, but are not limited to the following:*

1. Provides professional journey-level support in programming, developing, testing, implementing, documenting and maintaining systems, networks and programs across multiple platforms and technologies.
2. Installs, configures and troubleshoots new and existing computers, printers, monitors, telephones and other telecommunications equipment, network equipment and related software including court, county, state or federally provided operating systems.
3. Provides technical support and trains court users on hardware and software such as word processing, database, or spreadsheets; explains operating systems and resolves routine user problems and questions.
4. Troubleshoots operating systems with personal computers and servers, systems hardware, software, printers, and other peripheral equipment.
5. Assists in research and analysis of court automation procedures and computer systems; participates in feasibility studies regarding new or existing applications.
6. Works with connecting personal computers and printers on the Local Area Network (LAN) and Wide Area Network (WAN), this may include working with configuring ports on network switches.
7. Assists with Courts Case Management operation, upgrades, testing, reports, tables and forms.
8. Performs network system administration functions; monitors and adds applications and users; administers electronic mail systems; generates system security and capacity reports.
9. Maintains inventory, asset management, and proper documentation of all of the Court's fixed assets.
10. Provides technical support and troubleshooting on the Court's Voice Over IP phone system and Audio Video Systems.
11. Estimates cost and timing of systems modifications, purchase, and installation.
12. May plan, design, install, optimize, upgrade and maintain systems and/or commercial software; customizes vendor software releases to meet Court requirements; monitors performance of hardware and operating system software and make recommendations to correct problems or

- improve performance; establish and monitor procedures for data security and access to computer systems; designs and maintains backup and recovery procedures.
13. Develops and/or modifies technical operating procedures.
  14. Attends and participates in a variety of meetings, seminars, and committees; maintains liaison with vendor representatives.
  15. Light facility maintenance, loads and unloads vehicles; moves furniture and equipment; may assemble or dismantle equipment, shelves, furniture, etc.
  16. Assist in coordinating the implementation, utilization, installation and maintenance of information technology.
  17. Performs other duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### ***Knowledge of:***

- Inner-workings of desktop systems and equipment, Microsoft Office and Microsoft Operating Systems.
- Various database query programs and report writing tools.
- Principles and practices behind technical documentation and operational instruction.
- Reporting programs sufficient enough to be able to write and modify reports as needed.
- Web design principles, XML, HTML, CSS, JAVA.
- Incumbents do not lead or supervise the work of other Information System Specialists, but may lead the work of Information System Technicians.

#### ***Ability to:***

- Work under general direction to assist professional staff by performing duties that are well defined and in accordance with pre-established policies, procedures and standards.
- Organize and prioritize work according to immediate user and court needs that can change frequently; meet critical deadlines and coordinate multiple tasks.
- Resolve issues that are highly unusual and/or unexpected by using sound judgment with substantial independence. Errors in judgment or failure to complete assignments may result in serious delays and/or considerable expenditure of resources.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Courteously and professionally provide detailed and accurate information to end users including the public, employees, and outside agencies.

### **EDUCATION AND EXPERIENCE**

Any combination of training and experience that would likely provide the required knowledge and abilities, including the knowledge of personal computer hardware, software and network components as used in an office environment, is qualifying. A typical way to obtain the required knowledge and abilities would be completion of 60 semester (or equivalent quarter) units from an accredited college or university with major coursework in computer science or a related field; and two years performing technical information systems work that included installing, maintaining and repairing personal computer hardware and software. Depending upon the area of assignment, one or more technical certifications may be desired or required.

Minimum of a High School diploma or possession of GED.

### **OTHER REQUIREMENTS**

Possession of a valid driver's license at the time of appointment, or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions. *This requirement will be reviewed on a position basis in accordance with ADA regulations.*

**PHYSICAL REQUIREMENTS**

**Mobility:** Frequent use of data entry devices; frequent sitting for long periods; standing or walking; occasional pushing/pulling, bending, squatting, climbing stairs; balancing; stooping, kneeling and crawling; use hands to finger, handle, pinch, pull objects or controls; reach with hands and arms; and driving. **Lifting:** Frequently lift 5-30 pounds; occasionally lift up to 70 pounds. **Vision:** Constant use of good overall vision; frequent reading/close-up work; occasional color, depth and peripheral vision and the ability to adjust focus. **Dexterity:** Frequent repetitive motion; frequent writing; frequent grasping, holding and reaching. **Hearing/Talking:** Frequent talking/hearing in person and on the telephone.

**WORK ENVIRONMENT**

Work is performed in an office environment with little exposure to outside temperatures or dirt and dust. The incumbent's working conditions are typically quiet, but may be loud at times at some locations. The noise level and traffic level in the work environment are similar to a busy office. While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time.

NOTE: The statements herein are intended to describe the general nature and level of work being performed by employees, and are not construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

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| <b>Classification Status</b> | PL           |
| <b>Representation Unit</b>   | None         |
| <b>FLSA</b>                  | Exempt       |
| <b>Established</b>           | August, 2013 |
| <b>Revised</b>               |              |
| <b>Previous Title</b>        |              |

General sign-off: The employee is expected to adhere to all Court policies.

I have read and understand this explanation and description of the classification.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_