DEPARTMENT INFORMATION SYSTEMS COORDINATOR II

JOB PURPOSE AND SUMMARY

Develops and manages an assigned department's use of specialized PC-resident computer systems. Responsibilities typically include designing or customizing the software (based upon established standards) to fit the needs of the department, overseeing the use and operation of the system, assisting other staff with the system and serving as liaison between department staff and the Department of Information Technology. In addition, responsibilities may include assisting departmental staff in understanding and working with County-wide systems provided through the Department of Information Technology.

Responsibilities necessitate both a thorough understanding of the department processes and work flow and comprehensive knowledge of the capabilities of the commonly-available computer software and departmentally-developed systems. Work assignments typically require considerable independence in the development of integrated information systems for the department of assignment, based on County-wide standards.

CLASSIFICATION DISTINCTIONS

The use of and expertise with computers is a core requirement of most professional and office occupations in the County. Highly expert services and functions are provided by information technology professionals assigned to the Department of Information Technology.

The Department Information Systems Coordinator classification and role is distinguished from other information systems professionals by the dual requirement for both technological expertise and a considerable background and knowledge of the department served. The relative importance of the departmental knowledge versus information systems knowledge approximates a 60:40 or 70:30 ratio compared with the approximately 20:80 ratio found in "pure" information systems positions. Department-specific expertise may be present upon hiring or developed over time.

The Department Information Systems Coordinator classification is appropriate only for positions with dedicated responsibility for coordinating specialized technological resources that apply primarily to the department of assignment and by the requirement for expertise in specific PC computer technology. Positions in the County's various occupations which make extensive use of PC's and PC applications are appropriately considered as Department Information Systems Coordinators.

The focus of the second level in the series is on defining and developing PC information needs and assisting staff in the use of technology. The incumbent leads the department's efforts to define needs and develop the information systems budget. In addition to designing spreadsheet macros, incumbents at this level work with downloading data from the mainframe into PC software, developing complex databases, and modifying software programs for department needs. At this level, the Department Information Systems Coordinator has more responsibility for hardware problem solving than at the I level. Additionally, employees at this level are responsible for developing and providing training in the applicable systems to department staff.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Facilitates the department's production of data necessary to achieve broad department objectives; may include needs assessment of information needs, analysis of workflow, and evaluation of available software packages.

- Maximizes the department's use of software through designing spreadsheet and word processing macros; developing databases; downloading data from the mainframe and modifying software programs for specific department needs.

- Serve as primary liaison with the Department of Information Technology to seek solutions to problems, plan technology installations, and insure compliance with County-wide standards.

- Formats and creates reports using standard applications, Quiz and Q&A programs.

- Maintains inventory of software and hardware throughout the department.

- Loads specified software packages such as operating systems, word processing, or spreadsheet programs into department PCs; trouble shoots hardware problems prior to seeking Department of Information Technology support.

- Responds to users' inquiries concerning systems operations; diagnoses software and operator problems; seeks and implements solutions; replaces software packages.

- Formulate the Department's web page; interact with other web designers within the County; regularly meet with information Specialists throughout the County to share ideas, solutions and maintain up to date knowledge.

- Assist staff with basic PC software problems; at the higher level, develop and deliver training to staff on the use of technology and department specific programs.

- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience: Department Information Systems Coordinator position typically requires job related education at least equivalent to an associate's degree in computer technology with an emphasis on personal computer systems development. Additional education applicable to the department functions may substitute for some of the experience required. Experience requirements vary by level as follows and include the requirement for specialized experience in the functions of the department:

Associate's degree and three to five years of responsible experience in data base management and computer technology combined with at least two years of experience directly related to the department functions.

Knowledge of: the functions and processes of the department of assignment is highly desirable; various personal computer word processing, spreadsheet, file/disk management, and memory management software products; principles of data management; work flow processes and goals within department of assignment; principles of local area network management; basics of data transfer utilities.

Ability to: analyze problems, identify their basic elements, and provide logical solutions; evaluate department work flow processes and define applications to information systems; prepare clear and concise reports; train others in complex computer applications; establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The work requires manual dexterity adequate to manipulate computer components and operate a keyboard. Sight is necessary to operate programs and systems and aid in problem diagnosis. Work is performed primarily in an office setting with limited if any exposure to dramatic changes in the weather or temperature.