INFORMATION SERVICES SPECIALIST I (NETWORKED SYSTEM)*

DISTINGUISHING FEATURES OF THE CLASS: This is technical work which involves the installation of a variety of equipment in a networked system such as computer hardware, software, office information systems hardware and related peripheral components, as well as a responsibility for training users and troubleshooting of equipment. The work is performed under the general supervision of a higher-level administrator and work guidance (e.g. lead-work) may be provided to lower-level technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:
Installs equipment used in a networked system such as desktop and laptop personal computers, office information systems hardware and related peripherals such as computer monitors, printers, CD-ROM drives, scanners, etc.;
Develops and conducts training programs for users which includes establishing priorities, scheduling and conducting sessions, developing training and procedure manuals as well as providing ongoing technical support;
Determines user needs and establishes parameters to limit access for purposes of confidentiality;
Works closely with users to design information systems which meet their data processing and information needs;
Analyzes, designs and implements computer-based information systems to include electronic mail, telecommunications, filing, etc.;
Maintains an information systems library;
Keeps records of service contracts and service calls;
Maintains an inventory control of all hardware and software.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of electronic data processing systems, principles, techniques and methods of application to include integrated word processors and computers; ability to assess the information system needs of individuals and functional areas; ability to train equipment users; ability to install, modify and maintain network hardware, software and related peripheral equipment; ability to formulate, transmit, understand and carry out complex oral and written instructions; ability to adapt software and design the application of software to user's needs; ability to reason logically; ability to present ideas clearly and logically, both orally and in writing.

MINIMUM QUALIFICATIONS:

1. Possession of a Bachelor's degree or higher in Computer Science, Management Information Systems or a related field; or

2. Possession of an Associate's degree in Computer Science, Management Information Systems or a related field and (2) two years of work experience which involved hands on application, development or operation of computer programs as a major function of the work which required independent judgment and prioritizing in the operation of an integrated information system (data processing, word processing, telecommunications, etc.); or

3. Graduation from high school or possession of an equivalency diploma and four (4) years of work experience which involved hands-on application, development or operation of computer programs as a major function of the work which required independent judgment and prioritizing in the operation of an integrated information system (data processing, word processing, telecommunications, etc.).

*This is a retitling of Information Services Specialist (Networked System).

R.C.D.P.   (12.07.2015)   02.13.2019 - Job specification may be subject to further revision.
Competitive