*INFORMATION SYSTEMS TECHNICAL SUPPORT MANAGER
Pay Range GC26T

INTRODUCTION

This classification performs complex duties, including analyzing user department problems and processes; designing, developing, adapting and modifying systems for user departments; designing, developing, adapting and modifying system-level software and operating systems to support information systems applications.

This classification is second in a two-level information systems analyst series and is distinguished by typically performing analysis of user automation problems and processes; and designing, developing, adapting and modifying system-level software and operating systems to support information systems applications.

EXAMPLES OF PRINCIPAL DUTIES

(Duties assigned to this classification include, but are not limited to , the following examples.)

1. Conduct interviews and fact-finding to obtain information regarding user requirements; analyze needs, processes and procedures of user department; recommend alternative approaches for solutions and enhancements.

2. Prepare system specifications based on information obtained from analysis; convert specifications into specific programming language and/or vendor software applications; document new and existing systems for users and information systems staff, including operating instructions, internal controls, error conditions, recover/restart procedures, report generation and layouts, computer languages and support utilities used, special systems software, file layouts, user approval documents, system flow charts, agency documentation and system narrative.

3. Install, test, develop and maintain system-level software; maintain and modify operating systems; integrate vendor-supplied software into County systems.

4. Participate in departmental planning for procedure and policy changes, budget strategy and equipment/facility needs.

5. Serve as project manager for purchased/adapted systems, including acting as team leader, monitoring budget and schedule performance; serve as data base manager; act as vendor liaison; assist with preparation of RFP's; provide support during the procurement process; assure delivered products meet requirements.

6. Test and refine system applications to correct errors and ensure intended goals are achieved.

7. Train users in the use of new, existing and enhanced systems; train information systems staff on new/revised hardware and software; assist lower level analysts with complex technical problems.

8. Create new reports and modify existing reports and reporting procedures and prepare/update documentation as required.

9. Diagnose and solve problems encountered in existing systems.

10. Remain current on technology developments through staff meetings, vendor demonstrations and technical literature.

11. Serve as County information systems security officer and as County network systems administrator.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THIS POSITION

Knowledge of: Thorough knowledge of information systems principles and techniques; thorough knowledge of multiple programming languages, software development, operating systems and utility tools; thorough knowledge of available computer, peripheral and software products; considerable knowledge of business and accounting principles. **Skill in**: Developing, adapting, modifying, testing, documenting and operating applications programs; system-level programming. **Ability to**: Communicate effectively in both oral and written forms; obtain appropriate information and analyze needs of user department and translate needs into automated system solutions; integrate vendor-supplied software into County systems; reason logically when analyzing data and developing computer systems and programs; utilize problem identification and resolution techniques; make decisions independently in accordance with established policy, establish new policy when applicable, and use initiative and judgment in completing tasks and responsibilities; remain calm and use good judgment during confrontational or high pressure situations; work within a team concept; plan, organize, schedule and monitor projects; prepare clear and concise documentation; courteously meet and deal effectively with other employees, vendors and the public.

Education, experience and training: Bachelor's degree in computer science and three years experience in systems analysis/design and system-level programming which includes program management OR a satisfactory equivalent combination of education, experience and training.

SUPERVISORY CONTROLS OF THIS POSITION

Work is performed under the guidance of the information management director who establishes program goals, objectives and board priorities. The employee develops plans and schedules to accomplish the goals, works independently in administering a complex area of responsibility and confers with supervisor for progressional advice. Discretion is required in applying general goal and policy statements, in development of recommendations, policies and procedures and in resolving program problems. Work is accomplished within a broad framework, with authority and responsibility in area of service. Periodic reviews of work performance are conducted in terms of expected results.

GUIDELINES

Work is performed with established policy and procedures, County rules, regulations, orders, resolutions and ordinances; standards manual for information systems, systems and programming manuals, vendor-supplied documentation; program management principles and practices. Incumbent utilizes seasoned judgment in determining which guideline applies in individual situations. Incumbent is involved in establishing and maintaining department policies and procedures.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Regular and consistent attendance is required. Work is performed in an office environment and may require hearing voice conversation, keyboarding, lifting up to 50 pounds, sitting, standing and walking.