MONTEREY   COUNTY OFFICE OF EDUCATION

INFORMATION SYSTEMS SPECIALIST I

Classification: Classified
Salary Level: 44.5

DEFINITION:

The Information Systems Specialist I is responsible for providing basic to intermediate technical support in the development, design, documentation, maintenance, evaluation, and support of software systems. This position will provide direct support to school site and district office staff for business and administrative computer software applications; develop and maintain databases and software applications to assist users in accessing data; act as a liaison with the business software vendors and other vendors to resolve general operation problems; provide basic training for staff in utilizing midrange and personal computer resources; maintain records in the assigned helpdesk system; assist and instruct staff in utilizing computer application resources, and performing related duties as required.

SUPERVISOR:

Manager of Software Systems

POSITION(S) SUPERVISED:

None

QUALIFICATION REQUIREMENTS:

To perform a job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in the job description are representative (not an exhaustive list) of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.

DISTINGUISHING CHARACTERISTICS:

Positions in this classification are distinguished from Information Systems Specialist II by the level of expertise required in software development. This position requires programming skills but not at the level of the Information Systems Specialist II. It does not require system and database design expertise, nor is it assigned any project management responsibilities.

ESSENTIAL DUTIES:

The following is a list of duties that is representative of the position that includes but is not limited to:

- Create and modify SQL scripts, views, and stored procedures and import data from various sources
- Create and modify basic Windows forms and ASP.Net web applications using Visual Studio
- Modify existing reports, perform data extracts, change layouts and formatting for Escape Online financial system
- Designs the data and presentation of applications based on user needs
- Creates, modifies, and troubleshoots basic reports, and automates file transfers and data conversions
- Creates xml data files from various data sources according to vendor specifications

- Perform backup and restore for existing MS SQL databases
- Provides second tier technical support developing solutions to user-related problems and applications systems
- Organizes and prepares application software documentation, procedural documentation, and operation instructions
- Operates computer and printer and scanning equipment as required
- Reviews and evaluates procedures, schedules and systems controls; designs and implements security for applications
- Performs vendor software upgrades and interfaces with vendor personnel to resolve technical issues
- Assists in the analysis, evaluation and implementation of student information, business, and similar systems
- Assists with the design and implementation of training programs of MCOE and district staff, students and parents in the proper use of software systems
- Provides assistance for Office technology initiatives as needed including the reviews and evaluation software
- Attends various web-based and other training sessions as required
- Reports progress status and problem to supervisor
- Represents office at technical conferences
- Performs other related duties as required

PHYSICAL AND MENTAL CHARACTERISTICS:

Physical, mental and emotional stamina to perform the duties and responsibilities
of the position; manual dexterity sufficient to write, use the telephone and business machines; vision sufficient to read printed materials; hearing sufficient to conduct in-person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard at normal conversational distance or on the telephone; physical mobility sufficient to move about the work environment (office and location) and drive an automobile; physical strength to lift a minimum of 40 pounds; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason and define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

REQUIRED QUALIFICATIONS:

Education and Experience:

Associate degree in computer science or related field, and four years of computer software application development experience, or any equivalent combination of education and experience.

KNOWLEDGE OF:

- Relational database development techniques and software used to implement them
- SQL scripts, views, stored procedures, joins, and temporary tables
- Creation and modification of basic reports in Crystal Reports
- Basic command of Visual Studio for forms and web applications
- Web services and web-based application development
- Read and import xml data files
- Client/Server and N-Tier application development and deployment
- Policies, procedures, functions and general principles of software development
- Principles, techniques, methods and procedures pertaining to the various aspects of a networked computer systems
- Appropriate computer hardware and software systems
- Analysis and operational techniques for midrange level computers
- Various programming languages, methods and techniques for training

SKILLS AND ABILITIES TO:

- Create and modify basic SQL databases
- Effectively and efficiently formulate, implement and maintain computer software systems
- Prepare, modify, troubleshoot and present clear and concise reports for various systems
- Perform simple custom data extracts
- Use higher-level programming languages
- Analyze data and situations, reason logically and creatively identify problems, draw valid conclusions and develop effective solutions
- Adapt to changing technologies and learn functionality of new equipment and systems
- Apply creative thinking in design and development of methods of processing data with computers
- Coordinate work with activities of other technical personnel
- Prepare, understand, deliver and carry out oral and written instructions
- Learn new skills to keep current with technology changes
- Instruct others in the use and care of computer software systems
- Adapt to changing technologies and learn functionality of new equipment and systems
- Manage time effectively between multiple tasks and location, and record time utilization
- Comply with the department's customer service standards, as outlined in associated policies and procedures
- Effectively implement problem solving techniques
- Prepare written materials in an efficient and comprehensive manner
- Maintain record of work in trouble ticketing database

DESIRABLE QUALIFICATIONS:

- Bachelor degree preferred but not required
- Experience with educational sector software systems

LICENSES AND CERTIFICATIONS:

Possess and appropriate California Driver's License with evidence of insurability

Approved 12.11.15