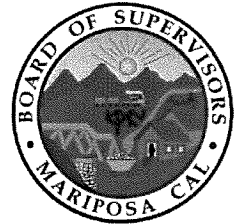




MARIPOSA COUNTY

Human Resources • (209) 742-1379



RESOLUTION - ACTION REQUESTED 2019-612

MEETING: October 22, 2019
TO: The Board of Supervisors
FROM: Kimberly Williams, Human Resources Director
RE: Approve Amendments to the Information Systems Specialist Job Description

RECOMMENDATION AND JUSTIFICATION:

Effective November 1, 2019, approve amendments to the Information Systems Specialist job description by creating a flex class of Information Systems Specialist I/II; set the Information Systems Specialist I monthly salary at \$4,940.25-\$6,005.36; set the Information Systems Specialist II monthly salary at \$6,032.58-\$7,332.55; add one additional full-time Information Systems Specialist I/II allocation to County Administration; and eliminate one PC Technician allocation.

In December 2018, the Technical Services function was administratively moved from a stand-alone department to the oversight of County Administration. The Technical Services Director had retired and technology consultant Client First recommended that the director class be changed to a manager level and the function was administratively moved under the County Administration umbrella as the Technical Services Division.

The new Technical Services Manager with the support of the County Administrative Officer continued to review the technology services function and as a result of that continued analysis, the PC Technician housed in the Health and Human Services Agency was moved under County Administration during the 2019/2020 fiscal year budget process.

A review of the Information Systems Specialist classification was then done and it was determined that changing this class to a I/II flex class would assist Technical Services/Administration in continuing with enhanced efficiencies and effectiveness in service delivery. It was further determined that only one PC Technician allocation is needed in the Technical Services Division (there are two). As a result of this comprehensive analysis, it is recommended that the Information Systems Specialist be changed to the flex class of Information Systems Specialist I/II; that one full-time Information Systems Specialist I/II allocation be added to County Administration; and that one full-time PC Technician allocation be eliminated.

Currently, there is an Information Systems Specialist incumbent and the monthly salary for this class is \$6,032.58-\$7,332.55. There will be no salary impact to the

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incumbent as the incumbent will be moved into the Information Systems Specialist II level, which will be the journey level of the class. The monthly salary range will be set at \$6,032.58-\$7,332.55 (the incumbent's current salary range). The Information Systems Specialist I level will be the entry-level and an incumbent will receive close supervision while performing the duties of the position. The monthly salary range for the Information Systems Specialist I will be set at \$4,940.25-\$6,005.36. These salaries directly align with the Network Administrator I/II, a classification also housed in the Technical Services Division of County Administration.

There are salary and benefit savings in County Administration's budget to accommodate this request.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

From time to time the Board approves amendments to job descriptions.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

Do not approve this recommended action as it relates to the Information Systems Specialist classification and maintain the status quo.

FINANCIAL IMPACT:

There is sufficient funding in County Administration's budget to accommodate this request.

ATTACHMENTS:

Information Systems Specialist I-II draft (PDF)

RESULT: ADOPTED BY CONSENT VOTE [UNANIMOUS]

MOVER: Marshall Long, District III Supervisor

SECONDER: Merlin Jones, District II Supervisor

AYES: Merlin Jones, Marshall Long, Kevin Cann, Miles Menetrey

INFORMATION SYSTEMS SPECIALIST I/II

DEFINITION

To perform computer systems design, analysis and maintenance for computer hardware and software systems; to analyze individual departmental functions and data requirements and develop and maintain the integrated hardware and software necessary to meet those needs; to provide technical assistance and user training; and to perform related duties and responsibilities as required.

DISTINGUISHING CHARACTERISTICS

Information Systems Specialist I/II is a flexibly-staffed class series. Positions allocated to the I/II levels are normally filled at the I level. Advancement from the I to the II level is at the discretion of the appointing authority, provided that the following criteria are met: (1) the minimum qualifications and time-in-grade requirements, (2) demonstration of the ability to independently perform the full scope of the assigned duties, and (3) assignment and performance of the duties of the advanced journey level as defined in the Distinguishing Characteristics of the Information Systems Specialist II below.

Information Systems Specialist I - Employees in this classification receive close supervision within a framework of standard policies and procedures. Employees in this class function at the entry level.

Information Systems Specialist II – This is the full journey level in the Information Systems Specialist class and it is distinguished from the Information Systems Specialist I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Employees in this position receive occasional instruction or assistance as new or unusual situations arise, and perform a number of duties of increasing complexity.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the County Administrative Officer or Technical Services Manager.

Information Systems Specialist I – Exercises no supervision.

Information Systems Specialist II – May exercise technical and functional supervision over lower level staff.

EXAMPLES OF ESSENTIAL FUNCTIONS

These duties may apply to both levels in varying degrees of importance, frequency, or priority.

Assists County departments in determining information system and service needs.

Conducts functional analysis activities and feasibility studies; researches and tests existing software and makes purchase recommendations; develops estimates of project time, cost, personnel and equipment requirements.

Analyzes and creates system designs.

Implements new or revised systems and programs.

Installs and configures hardware and software.

Plans and conducts systems testing; develops test data; analyzes results and modifies programs and systems as required.

Prepares and maintains user documentation and operating procedures; prepares system descriptions; develops and conducts training programs for users.

Monitors system applications to ensure efficient operation; provides first-line technical response as needed; detects and diagnoses any errors in programs and corrects accordingly.

Performs necessary program temporary fixes.

Coordinates user access and system security; maintains user profiles; ensures the integrity of existing/converted data.

Manages jobs and job queues.

Maintains databases; creates custom reports as requested.

Maintains data back-up and recovery procedures.

Manages peripheral equipment, such as controllers, printers, modems and magnetic storage devices.

Maintains inventory of system hardware and software applications.

Provides professional and timely user assistance and support; remains on-call as scheduled for after-hours problem response.

Coordinates activities with the Network Administrator, other divisions and departments, vendors, contractors, telecommunications companies, other agencies, etc., as necessary.

Performs general clerical work as necessary, including preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, maintaining logs and lists, etc.

EMPLOYMENT STANDARDS

Knowledge of:

All pertinent federal, state and county laws, codes, rules, regulations and standards.

County and division policies and procedures.

Principles and techniques of computer programming, systems analysis, database management, computer operations, data processing controls, remote communications, data interface utilities, networking and network protocols.

Specialized public sector/government information systems applications.

Fundamentals of IBM mid-range computers.

Principles of mathematics and logic.

Records storage and handling techniques.

Data security requirements and practices.

Operating capabilities of common hardware configurations.

Software applications currently used by the County.

Methods of user training.

Modern office practices and technology.

English usage, spelling, grammar and punctuation.

Business letter and report writing techniques.

Information Systems Specialist II (in addition to the above):

Programming languages and utilities, relational database structures, structured programming design and industry-standard system testing and documentation techniques.

Research and design methods and procedures.

Ability to:

Interpret and apply federal, state and local laws, rules and regulations, policies and procedures pertaining to areas of responsibility.

Set work priorities, and organize and schedule work to meet deadlines.

Exercise sound independent judgment within general policy guidelines.

Learn and effectively operate computer systems and department-specific software.

Analyze, design, code, test and implement application software, and implement and maintain systems software.

Conduct functional analysis to relate manual functions to computer applications.

Manage, create and delete devices, lines and controller and their descriptions.

Perform system backup, security and restoration work as required.

Develop and conduct technical training; write instruction and procedural manuals for the use and operation of electronic data processing systems.

Provide professional, efficient user support and assistance.

Analyze technical problems, evaluate alternatives and make sound recommendations in support of goals.

Establish and maintain effective working relationships with those contacted in the course of the work.

Maintain accurate records and prepare clear and concise documentation and reports.

Work with sensitive, confidential information as required.
Communicate clearly and concisely, both orally and in writing.

Perform work safely following all rules and regulations.

Meet the physical requirements necessary to successfully perform assigned duties.

Information Systems Specialist II (in addition to the above):

Determine the information processing needs of user departments and develop appropriate systems and services to meet individual requirements.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment. Tasks may involve extended periods of time at a keyboard or workstation. Worker is subject to irregular working hours on an on-call basis.

TYPICAL PHYSICAL REQUIREMENTS

Requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 50 pounds in weight. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to

communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

Experience:

Information Systems Specialist I

Three years of experience in computer programming, system maintenance, and operation or two years of experience as a PC Technician in Mariposa County.

Information Systems Specialist II

Two years of experience performing systems analysis and design and/or programming for business applications using advanced computer software and hardware.

Education:

Graduation from an accredited college or university with an Associate's degree in information systems, computer science, or a closely related field.

Substitution:

Additional experience in information technology may be substituted for the college education on a year-for-year basis.

Additional Requirements:

Possession of a valid California driver's license. Under certain circumstances, the Human Resources Director may accept a valid driver's license from another State if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

Certifications in mid-range computer and server operating systems are desirable.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

