

NEW CASTLE COUNTY GOVERNMENT

Number 0241

CLASS SPECIFICATION

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Date 01/26/2021

Title: INFORMATION SYSTEMS SPECIALIST

Approved:



GENERAL STATEMENT OF DUTIES: Performs work relating to computer equipment and application software implementation and maintenance; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs responsible technical and analytical work requiring considerable user interface and communication skills with particular emphasis on assisting with the training, directing, and coordinating of activities related to personal computers, local area networks, and telecommunications. This employee makes equipment and software recommendations, develops specifications and documentation, and trouble shoots equipment and software. Work also includes special projects when necessary. This work is performed independently under administrative direction.

EXAMPLES OF WORK: (Illustrative Only)

- Assists in coordinating and controlling the exchange of data from personal computers to networked devices. ;
- Assists 1st Level Support by evaluating hardware and software requirements and making recommendations, evaluating user requests for future information system needs, integrating these needs into existing or future systems, and presenting alternatives or solutions;
- Assists in planning, scheduling, reviewing, and evaluating support activities;
- Assists in providing direction for various projects handled through vendor contracts pertaining to acquisitions, implementations, and support;
- Assists in the writing and evaluating of computer-related proposals or bid specifications;
- Provides timely and accurate reports in support for management;
- Provides daily backup of data on assigned systems;
- Assists in the setup of user network and application authentication Provides first-level support for networked systems;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of personal computers, local area networks, telecommunications, and other computer platforms and

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interfaces; good knowledge of personal and mainframe computer hardware and application software; good knowledge of the concepts, methods, and techniques of planning, project management, systems design, and systems analysis; good knowledge of the County's information technology goals, policies, and procedures; ability to reason logically, make sound decisions, and develop effective solutions to user problems; ability to communicate courteously and effectively, both verbally and in writing; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least four years experience working with information systems involving personal computers and local area networks, one year of which must be involved with the coordination of information systems, and possession of a Bachelor's Degree is preferred from an accredited college or university with major course work in business administration, mathematics, statistics, or information systems; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established: 07/01/95
Revised: 07/01/97
Revised: 05/01/01
Revised: 09/11/02
Revised: 01/26/2021