

PROGRAM SPECIALIST (INFORMATION SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position acts as a technical specialist responsible for performing technical work in the maintenance and development of all in-house personal computer based data processing and software applications. Responsibilities include the evaluation and integration of requests and requirements for automated systems with overall departmental objectives and investigation of the applicability of such services for any department operation. Work may involve consultation with staff from the department of Information Technology regarding any issues relating to programming or network procedures. This position is distinguished from the Program Administrator (Information Systems) position by the size and scope of the department and/or complexity of the systems. This position is distinguished from the Staff Assistant (Information Systems) position in that this position acts as the technical specialist whereas the lower level position assists in the support of a department's automated systems operation. Supervision is not normally a responsibility of this position. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Operates, monitors and manages automated equipment to ensure data is processed according to program instructions and with a minimum of errors or malfunctions;

Maintains and develops all in-house personal computer based data processing and software applications;

Acts as liaison with the County's Department of Information Technology, professional and technical staff and/or vendors providing contracted services;

Evaluates new reporting requirements and develops modifications to existing information systems to satisfy these requirements;

Provides training and technical assistance to in-house users to help ensure smooth workflow and develop employee skills;

Reviews user manuals and system applications, and may suggest revisions to accomplish operational objectives;

Advises and instructs other departmental staff of the capabilities and most appropriate use of information systems resources, and may act in a lead capacity as a project leader;

Evaluates the significance of each request for information systems services in view of the department's established procedures and priorities for such services;

Assists in establishing the department's priorities for automated information systems services;

Evaluates proposed adjustments or expansion of existing information systems services and makes recommendations regarding their effectiveness;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Provides input in the preparation of the department's annual budget for information systems services;

Surveys and analyzes the departmental operations for suitable application of information services;

Controls data storage to insure an effective retrieval system;

Consults with department staff regarding all aspects of information systems;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Directs, when assigned, special project staff.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the application of the systems approach to meeting management informational requirements; good knowledge of all aspects of computers and information systems including technical aspects (equipment, programs, systems, functional capabilities) and administrative aspects (work flow, control, scheduling, systems development process); ability to analyze and understand organizational structure, functions, operations, objectives and goals of the agency and its programs in order to be able to adapt automated information systems to the department's needs; ability to gather and analyze data and draw conclusions; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to establish and maintain effective relationships with program officials, electronic data processing technical staff and management; ability to support recommendations both orally and in writing with individual program managers and other affected personnel; ability to define program needs to computer systems analysts and computer programmers and to evaluate whether their design satisfies program objectives; ability to supervise, on a project basis, the work of others; thoroughness; resourcefulness; initiative; imagination; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either: (a) a Bachelor's Degree* in Computer Science, Management Information Systems or a closely related field and two years of experience where the primary function was maintaining, developing, and evaluating computer based data processing and software applications; or (b) a Bachelor's Degree* and three years of experience as stated in (a); or (c) an Associate's Degree* in Computer Science, Management Information Systems or a closely related field and four years of experience as stated in (a); or (d) a diploma or certification of completion from a computer school accredited by the National Association of Trade and Technical Schools and five years of experience as stated in (a); or (e) six years of experience as stated in (a).

SUBSTITUTION: A Master's Degree* in Computer Science, Management Information Systems or a closely related field may be substituted for the Bachelor's Degree* in (a), or for one year of the required experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

West. Co.
J.C.: Competitive†
DRC3
1

Job Class Code: C2472
Job Group: X