STAFF ASSISTANT (INFORMATION SYSTEMS)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position acts as a support specialist responsible for providing end-user assistance to maximize the operations of both software and hardware technology in either a County department or in the Department of Information Technology. The incumbent is responsible for initial problem recognition, diagnosis and routing to appropriate resources. This includes providing instruction on application use and would also include the evaluation and integration of future requests and requirements for assigned specialized applications to meet departmental needs. Incumbents consider overall departmental objectives and investigate the applicability of various systems for departmental operations. This position is distinguished from the Application Support Specialist classification by the size and scope of the department and/or complexity of the systems. While supervision is not normally a responsibility of this position, an incumbent may periodically assume such duties as a project leader. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

WHEN ASSIGNED TO THE DEPARTMENT OF INFORMATION TECHNOLOGY:

Serves as the central point of contact between end-users and the technical computer support staff;

Assists in performing initial diagnostic procedures on microcomputer hardware and software operational problems and system malfunctions to determine the nature of user problems;

Independently resolves common problems using standard diagnostics or protocols and routes more complex problems to other technology specialists;

Maintains detailed logs of user problems to track the type of issues reported, who reported them and the resolution to the problem to incorporate best practices and continual improvement;

Provides instruction to users on office automation equipment and applications to maximize effective use and operations;

Assists in identifying user needs for optimum application of software and equipment, and aids in developing user instructions and training;

Assists in maintaining an adequate inventory of equipment and supplies;

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

May perform other incidental tasks, as needed.

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

WHEN ASSIGNED TO OTHER COUNTY DEPARTMENTS:

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

Acts as liaison with professional and technical staff in the County's Department of Information Technology;

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;

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

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

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

Assists in establishing the department's priorities for Information Technology 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;

Directs, when assigned, special project staff;

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE 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); good knowledge of the requirements of computer operations, software and data communications including capabilities, applications, and day-to-day operations; good knowledge of data processing concepts and terminology; 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 establish and maintain effective relationships with program officials, electronic data processing technical staff, management and end users; 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; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; thoroughness; resourcefulness; initiative; imagination; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) a Bachelor's Degree* in Computer Science, Management Information Systems or closely related field; or (b) five (5) years of experience where a primary function of the position was maintaining or supporting computer systems and their associated hardware or software..

SUBSTITUTION: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four (4) years of the required experience.

NOTE: Experience maintaining or supporting a home personal computer would not be considered qualifying experience for this title.

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

West. Co.   Job Class Code: C2454
J.C.: Competitive   Job Group: VIII
MQT51