MAJOR FUNCTION

This is systems support work that requires a higher level of technical expertise than the normal end user is expected to possess. The position entails the coordination of all data processing activities for a department with the Information Systems Services Department (ISS). The incumbent is the first-line resource for the department for hardware/software support of microcomputers, mainframe applications, and related peripherals. The incumbent coordinates any activities within the department relating to the use of data processing equipment, maintenance of the appropriate resource materials needed to support the system(s), review and analysis of applicable hardware/software, and assistance in establishing department system standards. Work is performed under the general supervision of an administrative superior, and the work is reviewed through observation, conferences, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
Assists in the coordination and provision of instruction and support to end users of microcomputers and related equipment within a department. Provides first-line user support in developing and maintaining customer-focused electronic processing systems to process and track departmental transactions. Consults with users, and assists ISS staff in conducting information assessments to define user needs and system requirements. Works with ISS in review, installation, and implementation of data automation and management systems within the department. Assists end users with utilizing the system(s) to automate their day-to-day tasks. Performs related work as required.

Other Important Duties
Implements and coordinates the integrated workflow analysis of the department's automated systems and processes. Maintains a library of applicable resource materials (i.e., reference manuals) for the department. Keeps abreast of developments and improvements in system applications and programs and their potential use to the department. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Considerable knowledge of the department's policies and procedures. Considerable knowledge of problem solving techniques. Considerable knowledge of distributed processing operations, procedures, and equipment. Knowledge of the microcomputer software applications, hardware configuration, and mainframe applications as applicable to the department. Ability to communicate ideas and concepts both orally and in writing to users. Ability to plan, organize, and coordinate work assignments. Ability to monitor and solve problems with distributed system(s) components. Ability to establish and maintain effective working relationships as necessitated by the work.

Minimum Training and Experience
Possession of a bachelor's degree and two years of experience that includes computer programming, or designing distributed computer systems and/or as a trainer or providing user technical support; or possession of an associate's degree and four years of experience as described above; or two years (1440 hours) of program study in the area of data processing (excluding data entry), and four years of experience as described above; or an equivalent combination of training and experience.

Procurement: Possession of a bachelor's degree and two years of technical experience that includes operation and/or maintenance of a non-proprietary financial management system such as PeopleSoft, Human Resource Management System or Customer Information System; or an equivalent combination of training and experience.

Necessary Special Requirements
At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment for any of the designated positions allocated to this class.

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