INFORMATION TECHNOLOGY ASSISTANT

GENERAL DEFINITION OF WORK:

FLSA Status: Non- Exempt

Performs intermediate professional work planning, organizing and coordinating the development, implementation and maintenance of the County's electronic data processing and management information systems and related operations; does related work as required. Work is performed under the occasional supervision of the County Administrator.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Planning and implementing program development, analysis and operations; providing technical and hardware support; managing information systems and procedures; preparing and maintaining GIS and E-911 systems, records and files.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Performs necessary software engineering and quality assurance functions including system security, software configuration management and system software evaluation.
- Maintains County network, including daily backups and data protection.
- Assists departments with development and implementation of computer-assisted solutions to daily operational problems.
- Analyzes and resolves application related problems from operating systems, database and software requests.
- Provides analyst assistance to programming consultants related to programming functions necessary to ensure efficient operation.
- Assists in developing information systems strategic and operations plans including hardware/software system development and enhancement required by changing technology and programming methodology.
- Develops and maintains phone systems and voice messaging systems; reviews monthly billing and reports discrepancies to vendor.
- Serves as E-911 system administrator; maintains and troubleshoots network system components; evaluates and recommends upgrades; sets up and installs upgrades.
- Updates and verifies parcel database; creates and updates other geographic files using GPS and other data sources; analyzes geographic and demographic data; creates maps from geographic and demographic data.
- Performs related tasks as required.
- Ability to support network troubleshooting after normal business hours when necessary.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of all phases of systems analysis, programming and computer operations in an on-line and networked environment; general knowledge of the functions of and operation of County departments; ability to determine departmental and County-wide needs of an information system and formulate an effective program to meet these needs; ability to write clear and concise reports; ability to communicate effectively orally and in writing.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to an associate degree or technical school training with concentration in computer science or related field and considerable information systems operations experience.

PHYSICAL REQUIREMENTS:

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires climbing, balancing, stooping, reaching, standing, walking, lifting, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

None.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.