

# Management Information System Specialist

Dept: Global

FLSA Status: Non-Exempt

## General Definition of Work

Performs difficult technical work configuring, installing, maintaining and troubleshooting workstations, equipment, hardware, software and peripherals, providing technical support and training to users, installing and upgrading information systems, preparing and maintaining files and records, and related work as apparent or assigned. Work is performed under the limited supervision of the department director.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

## Essential Functions

- Provides all end user desktop support and limited training to end users; oversees user information and security.
- Maintains and manages network hardware, server hardware and software, computer systems and printers.
- Installs, repairs and supports computer hardware, printers, copiers and other technologies as required.
- Troubleshoots internal and external issues that may arise within the technology network.
- Offers basic networking, voice and data communications support.
- Maintains inventory of computer hardware available to the County.
- Assists with ordering replacement parts.
- Creates a variety of reports using a variety of computer languages.
- Prepares website coding, maintenance, monitoring, updates and call-in technical support.
- Manages the underwriting of websites.
- Installs, configures and maintains specialized internet access management software.
- Maintains department specific automation systems.
- Verifies that scheduled back-ups have completed successfully.
- Creates and manages staff user and email accounts.
- Researches and evaluates software and hardware needs and works with vendors on pricing, interfacing, troubleshooting and system issues.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Thorough knowledge of the operation, uses and capabilities of electronic data processing main and peripheral equipment; thorough knowledge of hardware, software and peripheral procedures and techniques; thorough knowledge of general office practices and equipment; thorough knowledge of the operation of personal computers; ability to establish and maintain work order and ticket records; ability to understand and carry out oral and written instructions; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to analyze software programs and program adjustments; ability to establish and maintain effective working relationships with associates.

## Education and Experience

Associates/Technical degree with coursework in computer science, information technology, or related field and three to five years experience in computer science, information technology, or equivalent combination of education and experience.

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## Physical Requirements

This work requires the regular exertion of up to 10 pounds of force, frequent exertion of up to 25 pounds of force and occasional exertion of up to 50 pounds of force; work regularly requires sitting, using hands to finger, handle or feel and reaching with hands and arms, frequently requires standing, speaking or hearing, stooping, kneeling, crouching or crawling, lifting and repetitive motions and occasionally requires walking, climbing or balancing, tasting or smelling and pushing or pulling; work has standard vision requirements; 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; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires working near moving mechanical parts and exposure to the risk of electrical shock; work is generally in a moderately noisy location (e.g. business office, light traffic).

## Special Requirements

None.

## Competencies

**Business Ethics:** Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

**Communications:** Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

**Customer Service:** Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

**Dependability:** Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

**Job Knowledge:** Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

**Quality:** Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

**Relationship Building:** Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

**Initiative:** Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Name (Printed)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date