



## CLASS SPECIFICATION

Class Code: 17560  
Date Est: 07/2013  
Last Rev: 04/2014  
Last Title Chg:  
FLSA: Exempt  
Probation: 12 months

### DEPARTMENT SYSTEMS SUPPORT COORDINATOR

#### **DEFINITION**

Under direction, plan and organize the implementation and administration of department specific information systems and software; serve as the department lead for systems development and software acquisition; analyze business processes and coordinate the integration of computer systems/data for reporting purposes; review and ensure the accuracy of department specific data bases and integrated reporting functions; and perform related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

A Bachelor's degree from an accredited college or university in Business Administration, Public Administration, Computer Science or a closely related field plus two years full time data management experience; OR an equivalent combination of education and experience.

#### **LICENSE OR CERTIFICATE**

A valid driver's license is required at the time of appointment.

#### **DISTINGUISHING CHARACTERISTICS**

This is the experienced level in the Department Systems Support series, fully competent to coordinate the full range of department systems support activities of other department staff in the implementation and administration of department information systems and software. This job is distinguished from the Department Systems Support Supervisor in that it is not assigned full supervisory responsibilities, but may exercise lead supervision over support staff. It is distinguished from the Department Programmer series in that the primary responsibility is not to design program and implement code and is distinguished from the Department Systems series in that the primary responsibility is not the administration of a department's computer network or hardware devices.

#### **SUPERVISION EXERCISED**

Exercise lead supervision over support staff.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Coordinate work assignments, provide training, and may provide input to the performance evaluation of other staff.

Conduct research and analysis to determine and communicate business requirements; work with business process owners and department users to evaluate process improvement opportunities.

Organize and coordinate the development and maintenance of department specific information systems, software and databases; analyze workflow, timing, business rules and associated legal obligations; develop and implement strategic plans to construct standardized and custom reports.

Conduct ongoing quality control of computerized data for accuracy, security and timing to meet State, County and local government agencies reporting requirements including mandated format and timelines; analyze the movement of information and data between divisions; evaluate options and develop alternatives to resolve problems; plan and schedule mass updates of databases.

Review or conduct analysis of interfaces between department information systems and software/equipment.

Work with user and development groups to identify and document system recommendations for current and future development; work with users to refine processes and procedures.

Work with centralized technology services personnel to develop interfaces between department systems and equipment and other County systems.

Coordinate work with division heads to promote cooperation ensuring timely processing of work; participate in problem resolution as necessary to accomplish goals and objectives.

Create and prepare multiple analytical mandated reports for State, County and local government agencies; make presentations to department management, internal committees and external agencies.

Conduct analytical studies and research in response to requests for information from the State, County Commissioners, management, Finance, staff and other governmental agencies; evaluate and project the impact of changes in the laws and regulations on department reporting requirements.

Monitor databases to ensure the correct methodology is utilized to create defined records and reports; develop standards for costing, encoding and processing data to ensure the overall effectiveness and accuracy of records and reports.

Organize, plan and conduct administrative studies with internal operations or funding impact; participate in various committees; research issues, define problems and make corrective action recommendations.

Provide advice and recommendations concerning goals, objectives, policies, procedures and work standards; make recommendations regarding quality control, organization structure, equipment and/or software purchases and staffing; assist in developing budget recommendations for staffing, projects, training programs and equipment.

Represent the department with State agencies, other government agencies and the public on department specific issues; provide information as required for use in internal and external hearings and meetings; provide customized data sets and reports upon request.

Ensure that personnel perform duties and responsibilities in a safe and prudent manner, which does not expose them or others to unnecessary harm or risk of on-the-job injury.

Perform other duties as assigned.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Department and division office functions, policies and procedures and the inter-relationship between divisions.

Data acquisition, quality assessment and business processes within the assigned department and division.

Department and division operation methods, procedures, principles and terminology.

Department and/or division specific factors that influence various cost projections and fiscal impacts.

Work and data flow through department and division information system(s) and how databases are used.

County policies, procedures, ordinances and codes.

In-depth knowledge of computer systems, programs, software and equipment used within the division and/or department.

Detailed working knowledge of relevant process, information/data flow and related legal requirements.

Data management, query languages and report writing.

Analytical methodology.

Software systems and associated interfaces.

**Ability to:**

Coordinate and organize personnel, including training, assigning and reviewing work; may provide input to performance evaluations.

Plan, coordinate and direct the acquisition, development and maintenance of department and/or division workflow, databases, records and reporting requirements.

Analyze office functions and work methods, developing recommendations to optimize efficiency through automation.

Assess resource needs and costs for department/division database management.

Prepare and submit fiscal analysis and funding requests for department Capital Improvement Projects.

**Entry Level** (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

**Knowledge of:**

Data management, query languages and report writing.

Statistical, trend and system analysis.

Project management.

**Ability to:**

Assemble and analyze the statistical characteristics of data and analyze factors that influence the validity of conclusions drawn from data.

Analyze and interpret methods, procedures, materials and equipment used in statistics and database management.

Design and write complex custom reports utilizing end user based reporting tools.

Assess the accuracy and integrity of data and resolve data discrepancies; participate in resolving database security issues.

Develop charts and graphs.

Meet deadlines and manage multiple projects simultaneously.

Operate a computer and related software.

Evaluate work priorities, procedures and processes to determine their effectiveness and efficiency.

Analyze data, evaluate costs and efficiency and prepare computer hardware and software procurement recommendations.

Develop and make effective presentations using visual aids and other communications tools.

Interpret and apply regulations, policies and procedures.

Communicate effectively, both verbally and in writing.

Maintain effective working relationships with outside vendors, division staff and representatives of other departments.

**SPECIAL REQUIREMENTS**

*Essential duties require the following physical skills and work environment.*

Ability to sit for extended periods. Ability to lift and move objects weighing up to 25 lbs. Ability to use computer, printers, plotters, electronic storage devices, copying machines and other office equipment.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*