



Position Description

Position Title Information Systems Specialist

Career Level/Grade P3

Position Overview

The Information Systems Specialist is an experienced individual contributor, who works independently with little supervision. This position will perform a variety of computer systems administration and support tasks, including analyzing, constructing, documenting, testing, maintaining, troubleshooting, and supporting use of PC hardware, operating systems, software applications, peripherals, and communication devices including hand-held devices for the entire organization.

Supervision and Fiscal Responsibilities

No direct reports or fiscal responsibility.

Examples of Duties

- Responsible for making modifications to processes to enhance the performance of department.
- Provide training for Health District employees using computer systems, hardware, software, printers, and phones, promoting end user awareness of computer equipment usage and security policies.
- Serve as help desk support and monitor IT help desk system for incoming requests.
- Work cooperatively with end users to determine nature and scope of issues, apply appropriate response, track all instances of support, and resolve or escalate help desk tickets appropriately in a timely manner.
- Explain diverse technical topics in easy-to-understand language.
- Create and disseminate visually aesthetic technical support documents and graphics for end user training material and knowledge base documentation.
- Responsible for Security and Phishing testing and training platform management.
- Maintain and enhance PC lifecycle management including configuring, updating, and deploying workstations and laptops to end users, and track PC and IT equipment inventory.
- Develop and maintain documentation of IT environment regarding computer hardware, printers, copiers, commercial software applications, and web-based solutions.
- Coordinate maintenance activities for Health District websites.
- Provide support for web applications using programming languages such as HTML, CSS, and JavaScript, and update Health District web presence using Content Management System platforms such as Drupal.
- Troubleshoot, diagnose, and repair network and individual computers for software and hardware related problems.
- Perform assigned system administration and support tasks, when required.
- Assist with special projects as directed including software upgrades, program expansions and facility wiring and troubleshooting; occasional after-hours support required for system changes and critical incidents.
- Specific assignments may include supporting implementation and maintenance of SharePoint, Dentrix Enterprise, Dynamics GP, and other third-party vendor products and solutions.
- Provide standard professional advice and create initial reports/analysis for review by experienced team professionals.

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- Build productive internal/external working relationships to resolve mutual problems by collaborating on procedures or transactions.
- Develop and maintain positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.

Qualifications

- Bachelor's Degree in computer science, information technology, engineering, or related field with 5 - 7 years of experience.
- Equivalent combination of education and experience level.

Knowledge, Skills, & Abilities

- Knowledge of Windows operating systems and Office suites, and basic network, wireless and security fundamentals.
- Strong computer literacy skills with an emphasis on software knowledge, installations and use, Microsoft applications, database applications, Remote Desktop environment, Internet and networking protocols.
- Proficient in Windows desktop and printer administration and maintenance.
- Proficient in HTML, Photoshop and/or other design related applications.
- Ability to assess end user's ability levels and adapt training to end user.
- Ability to become an organizational expert in various software and technology tools.
- Ability to diagnose, resolve, and close moderately complex problems and assignments.
- Strong critical thinking, problem-solving and excellent organizational skills.
- Strong customer service skills.
- Excellent verbal and written communication skills.
- Detail oriented, excellent organizational skills, with a commitment to high-level accuracy.
- Commitment to contributing to an inclusive and equitable working and learning environment.
- Ability to maintain confidentiality.
- Ability to balance multiple demands, work both cooperatively within a team and independently.
- Ability to effectively interact, work, and develop meaningful relationships with people of diverse backgrounds, including cultures, beliefs, customs, socioeconomic statuses, abilities, genders, gender identities, and sexualities.
- Ability to maintain professional, positive, productive relationships.
- Advanced skills in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Must have close visual acuity to perform activities such as preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
- Must be able to sit or stand for prolonged periods.
- Must have eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, telephone, photocopier, and other office equipment.

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- Must have the ability to move from place to place on the job.
- Must have the ability to communicate information and ideas verbally so others will understand.
- Requires reliable transportation; valid driver's license and auto insurance if reliable transportation is by personal automobile.

Infection Prevention

During flu season, flu shots are strongly recommended for this position.

Equal Opportunity Employer

The Health District is committed to creating an equitable and inclusive workplace and proudly serves as an Equal Opportunity Employer. We welcome applicants from all backgrounds and ensure that all qualified candidates receive consideration for employment without regard to race, color, ethnic or national origin, ancestry, age, sex, pregnancy, disability, genetic information, veteran status, gender, marital status, sexual orientation, gender identity or expression, religion (creed), political beliefs, or any other characteristic protected by federal, state, or local laws.

We believe that diverse backgrounds and perspectives strengthen our organization, so we consider a combination of experiences to meet minimum qualifications. Experience may include related knowledge, skills, abilities, education, work, and lived/living experience. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role.