Information Systems Technician

COUNTY OF SISKIYOU
Established Date: Dec 1, 1998
Revision Date: Mar 31, 2024

Class Code:
4110

Bargaining Unit: Miscellaneous

SALARY RANGE

$23.00 - $27.96 Hourly
$1,840.00 - $2,236.80 Biweekly
$3,986.67 - $4,846.40 Monthly
$47,840.00 - $58,156.80 Annually

DESCRIPTION:

The County of Siskiyou is an Affirmative Action/Equal Opportunity Employer
We welcome applicants of any race, religion, or ancestry.
For exact salary information please refer to the current salary schedule, County website*.*

General Statement of Duties

Under general supervision, employees in this class ensure the efficient operation and integrity of the automated information systems for all County department's or assigned department's delivery system; serve as a main resource person for users of the County or assigned department's automated information systems; analyze, investigate, and resolve computer-related problems; improve and modify systems; provide training and instruction; coordinate with the state or other central help desks(s); and perform related work as required. This classification is a for cause, non-exempt position.

Distinguishing Characteristics

This classification can be an entry level position into the Information Systems Specialist class series. Incumbents are knowledgeable about specific database programs and the database implementation and perform basic computerized information system helpdesk duties and may work with computer network development and maintenance work with some guidance and supervision. Incumbents are required to apply knowledge of multiple service programs, automated public assistance systems, computer hardware equipment and software applications. This class is distinguished from Information Systems Specialist I in that the Information Systems Specialist I position is more technical in nature dealing with computer network development and maintenance work.

Reports to

Department management and/or, Director of Information Technology, Deputy Director of Information Technology.

Classifications Supervised
Incumbents may provide work direction, training, and coordination for other staff on duties related to help desk functions.

EXAMPLES OF DUTIES:

Act as a resource person for users by answering questions and resolving problems related to the use, application, and operation of automated service systems and related information systems; diagnose problems to determine if the cause is due to system, software, hardware, or other source, and correct problem and operational procedures or refer more difficult problems to appropriate personnel or vendors; research regulations, procedures, and/or technical reference materials as necessary; meet with management, supervisory staff, and other staff regarding systems usage, improvements, modifications, maintenance, and training needs for workers; work with computer support personnel in identifying problems with the system, programs, PC's, or printers; document and track system problems and write reports on issues; coordinate with central help desk personnel to resolve problems; stay abreast of the new county/statewide automated system procedures and prepare on-line bulletins to inform users of changes or additions; write or assist in writing and revising procedures, instructional materials and staff development tools for systems-related training; develop system training material for users, or recommend outside contractors to provide training; and attend meetings and represent County and/or assigned department at meetings with other departments and agencies for information sharing, system improvements, and implementation of changes.

Knowledge of:
- Regulations and procedures related to specific automated information systems utilized for all County departments or assigned department.
- Work methods and techniques employed by department staff including documentation and reporting requirements.
- County/ assigned departmental goals and program objectives
- Principles of work direction, work coordination, and training.
- Statewide automated systems used by the County or assigned department from a user perspective and general application.
- Terminology relating to computer software, hardware, and peripheral equipment.

Ability to:
- Perform routine installations of microcomputer equipment and related peripherals, install common software, and troubleshoot common failures.
- Evaluate and interpret automated information systems from a user perspective.
- Identify, evaluate, and research operational problems, make independent judgments, and implement changes.
- Gather information to establish or identify needs and make recommendations for improvement; draw logical conclusions and make appropriate recommendations.
- Understand and apply rules, regulations, ordinances, and legislation; stay abreast of new program regulations and legislation; and determine the impact of regulatory change on local database operations and systems.
- Maintain confidentiality of information.
- Communicate effectively orally and in writing.
- Read and comprehend written material on a wide variety of technical subjects.
- Organize, prioritize, schedule, and coordinate workflow to meet production deadlines.
- Maintain records and document actions.
- Train users in the use of automated systems, computer equipment, and software.
- Effectively represent county and department computer services with other staff and agencies.

- Establish and maintain cooperative working relationships.

TYPICAL QUALIFICATIONS:

Training and Experience

Any combination of training or experience that would provide the knowledge and skills to successfully perform the listed duties is qualifying. A typical way, but not required, to obtain the required knowledge and skills would be:

-Previous training and/or work experience with computer hardware, software, and computerized information systems at a level to facilitate quick learning of county and department systems such as UNIX, MS-DOS, or WINDOWS and automated systems software is necessary
and
-Two years of varied office experience involving the installation, troubleshooting, and application of microcomputer software as a significant portion of responsibilities.

Special Requirements:
None.

SUPPLEMENTAL INFORMATION:

Typical Physical Requirements

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

Typical Working Conditions

Work is performed in an office environment, continuous contact with other staff.