

## INFORMATION SYSTEMS SPECIALIST

### JOB DESCRIPTION

**Classification Responsibilities:** An Information Systems Specialist is responsible for coordinating system development, implementation, maintenance, and first-level problem resolution in coordination with the City's Information Technology Department (ITD) as necessary. This class is also responsible for developing and maintaining applications within a department/unit using City standard core, specialized personal computer (PC) software products, and reporting software tools. Duties include: basic report generation and programming; first-level troubleshooting of Incident Reports for information technology systems; escalating problems to ITD as necessary; preparing business workflow diagrams, business requirements and justification, input and output forms, and detailed requirements for computer program specifications; training and assisting department/unit users; developing and executing test plans that thoroughly test applications and allow for quality implementations of new or modified applications; coordinating department/unit requests for vendor changes with ITD; performing application administration and configuration of vendor software; providing technical support and maintenance of specialized department/unit PC based applications; verifying adherence to City of Mesa Information Technology (IT) standards, technical documentation, and tracking of workflow; and assisting with planning future software and hardware needs. This class performs related duties as required.

**Business Services – CIS Assignment:** Providing direction and expertise in developing and maintaining the Customer Information System (CIS/Banner) utilized by Customer Service, Solid Waste, Falcon Field, Development and Sustainability, GIS, Energy Resources (Electric, Gas, Water) and Water Quality Departments. Specific duties include: providing and maintaining CIS application security across all City work groups; configuring CIS application to support business processes; updating and maintaining CIS system rule and validation tables; providing system analysis with internal and external vendors; providing first-level hardware and software support for all staff that use CIS, monitoring system workflow, and trouble-shooting software/hardware issues; responding to escalated operational needs in a timely manner. The training related functions involve developing, designing, and implementing custom training programs for the Customer Information System (CIS/Banner) and iNovah programs and create custom CIS and iNovah procedures, training manuals and materials, training modules as they relate to CIS/iNovah users for all work groups; conducting system training to users in office, classroom setting and in field locations; and keeping all CIS/iNovah users informed of changes in procedures/policy that relate to specific job duties. Additional duties include: analyzing, reporting, and in-house tracking system defects to the vendors associated with the CIS system; reporting existing system defects to the vendor on the vendor site; coordinating communication, meetings, webinars, and providing one on one assistance in resolving operational defect problem solving with the vendor; and works directly with the City's Information Technology Department (ITD) in understanding, developing, and testing of functional procedures and CIS defects. Provide assessments and reports from system to assist department with operational analysis; manually create, analyze, and audit the daily Automatic Clearing House (ACH) File for the Financial deposit process; and manage CIS and OAS application dual layer user security and role based account privileges (approximately 500), including account creation, updates, deletions, and password resets.

**Business Services - Purchasing Assignment:** Supervises staff responsible for supporting Vendor Self Service, the Procurement Card Program, and other Procurement areas as assigned; provides functional support for Vendor Self Service (VSS) application and financial (FIN) systems including batch processing, interpreting job log and file errors, confirming data, and working with IT to ensure data is in

sync and batch jobs are complete; monitors VSS portal availability and publishes updates to mesaaz.gov; member of ERP Change Board and Functional Lead for Vendor Entry/Maintenance; final approver on vendor creation maintenance documents through ERP systems and VSS registrations; updates and maintains specific tables relating to Vendor/Customer/Purchasing/VSS in ERP system; provides demos to Citywide staff for vendor entry/maintenance/commodity selection/VSS portal; works with ERP Training/Business Services trainers to provide training assistance as a Subject Matter Expert (SME). Serves as Procurement Card Administrator for the City's Procurement Card Program including approving cardholder applications, modifying cardholder privileges when appropriate, ensuring cardholder monthly statements are audited for compliance and appropriate use, establishing program guidelines, and overseeing preparation of annual program reports.

***Water Resources Department Assignment:*** Providing first-level support in handling calls from Water Resources staff requesting training, hardware, and application troubleshooting; coordinating telephone and computer moves; maintaining Water Resources computer and asset tracking databases; submitting change requests to ITD's asset management system; preparing and tracking computer access request forms; processing and maintaining data custodian lists; providing laptop and projector assistance for meetings, webinars, and training sessions; assisting with asset replacement projects; coordinating field laptop setup; and maintaining basic databases.

**Distinguishing Features:** This class is distinguished from the Information Systems Coordinator class by the broader scope of highly technical and administrative duties performed, as well as responsibility for supervision. An Information Systems Specialist is assigned to a City department or unit and may serve as a liaison to ITD, or report to a position that serves as the primary liaison. An employee in this class may have supervisory responsibilities. Depending on the nature of the assignment, an Information Systems Specialist may also conduct classroom and individualized training on various systems for department/unit users. This class works with considerable independence and autonomy under the direction of an Information Systems Coordinator or administrative supervisor, depending on assignment, who reviews work through conferences, meetings, reports, and results achieved. This class is FLSA exempt-administrative.

## QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Computer Science, Information Systems, Information Technology, or a related field. Good (1 - 3 years) computer systems experience.

**Special Requirement.** Must possess a valid Class D Arizona Driver's License by hire date (*by assignment*).

**Substance Abuse Testing.** Due to the safety and/or security sensitive nature of the assignment, individuals in this classification shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures. (*Police Department Assignment*).

**Preferred/Desirable Qualification.** Applications, Access, SQL queries, Crystal, and Tidemark Advantage experience is highly desirable (*based on assignment*).

## **ESSENTIAL FUNCTIONS**

One position may not include all of the essential functions, knowledge, skills, and abilities listed, nor do the listed examples include all the knowledge, skills, and abilities which may be found in positions of this classification.

**Communication:** Communicates with City employees, vendors, management, and contractors to identify problems or required changes; coordinate the development and implementation of solutions; institute new processes; and investigate equipment needs and products. Presents ideas clearly, both verbally and in writing, to share acquired knowledge, discuss alternatives, and address problems or conflicts. Prepares written documents such as technical documentation, instructions, plans, memos, reports, etc., with clearly organized thoughts using proper sentence construction, punctuation, and grammar in order to document and standardize processes and procedures. Provides demos and instructs and/or trains team members and/or customers in specific computer applications.

**Manual/Physical:** Troubleshoots equipment problems. Operates a variety of standard office equipment, such as a PC, printer, digital scanner, digital camera, telephone, and fax. Enters data into a PC in order to develop databases, document processes, create reports, test and debug computer applications, and/or write computer reports. Moves equipment weighing up to 50 pounds from one place to another using a cart. Meets scheduling and attendance requirements. Operates a motor vehicle requiring a standard Arizona Driver's License to provide on-site technical support at customer locations (*by assignment*).

**Mental:** Applies a functional understanding of PC operating systems and numerous PC software products. Comprehends and makes inferences from written material including technical documentation related to systems software. Prioritizes work assignments. Resolves procedural, operational, and/or other work-related problems by troubleshooting, contacting involved staff, reviewing procedures, and conducting critical evaluations. Coordinates work activities with ITD. Assists in the development of policies and procedures related to department/unit automated technologies and operational processes. Assists in conducting research and analysis of data regarding unit reports, software recommendations, planning for future technologies, new equipment, project tracking, etc., to support the development of process and productivity improvements. Records problem resolutions for hardware and software failures, and documents changes to the system. Audits and takes corrective action of work produced as necessary. Monitors portal availability and publishes updates to mesaaz.gov applicable web pages. Grants permissions to users for access to secured data. Attains and retains technical competency by learning and reviewing job-related material through on-the-job training and/or classroom instructions.

## **Knowledge/Skill/Abilities:**

Knowledge of:

principles, methods, objectives, and practices of computer hardware, software, and specialized applications including reporting capabilities;  
principles of business systems analysis, including the analysis of procedures, equipment, and methods;  
diagnostic methods for computer hardware and software;

research methods and techniques;  
basic database design and analysis;  
form design and report design;  
basic information technology systems design and programming;  
basic technical design and analytical concepts; and  
computer hardware and software maintenance.

Skill in the operation of standard desktop software such as Microsoft Office.

Ability to:

analyze hardware and software problems and develop effective solutions;  
explain computer systems and technology in non-technical terms;  
understand data security and integrity;  
use logical and creative thought processes to develop solutions according to written specifications and/or instructions;  
understand at least one type of database organization access and retrieval technique;  
develop logical code for efficient program execution;  
create applications and reports using City standard core and specialized software products such as Tidemark Advantage;  
create reports using City standard reporting software tools such as Crystal Reports;  
create business justification documents for computer systems;  
create written requirements for computer systems;  
debug new and existing programs;  
establish and maintain effective working relationships with other City employees, supervisory personnel, vendors, Chamber of Commerce, small businesses, and the public; and  
process updates to mesaz.gov and vendor web pages.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 10/19

GL/kc/ya

CS4413.DOCX

EEO-Tech

JOB FCTN-INT

INCREMENTS 39-200

PAY GRADE: 48

IND-8810

SWORN-No