

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 Department of Innovation and Technology (DoIT) 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 DoIT 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 and warranty changes with DoIT; performing application administration and configuration of vendor software; providing technical support and maintenance of specialized department/unit PC based applications; managing department assets and hardware for inventory purposes; 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)/My Utility Account utilized by Customer Service, Solid Waste, Falcon Field, Development and Sustainability, Geographic Information Systems (GIS), Energy Resources (Electric, Gas, Water), and Water Quality Departments. Specific duties include: providing and maintaining CIS, My Utility Account, and related systems application security across all City work groups; configuring the applications to support business processes; updating and maintaining CIS, My Utility Account, and related systems 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; and responding to escalated operational needs in a timely manner. The training related functions involve developing, designing, and implementing custom training programs for CIS, My Utility Account, and related systems procedures, training manuals and materials, training modules as they relate to CIS, My Utility Account, and related systems users for all work groups; conducting system training to users in office, classroom settings, field locations, as well as virtual/remote options; and keeping all CIS, My Utility Account, and related systems 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 CIS, My Utility Account, and related systems; 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 DoIT in understanding, developing, and testing of functional procedures and CIS, My Utility Account, and related system defects. Provide assessments and reports from the systems 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, My Utility Account, and related systems user security and role-based account privileges, including account creation, updates,

deletions, and password resets. The CIS Information Systems Specialist is expected to have an excellent understanding of one or more of the systems supported (CIS, My Utility Account, and related programs); and is mentored by the Information Systems Coordinator when complexity, risk, or criticality requires.

Business Services - Purchasing Assignment: Supervises staff responsible for supporting Vendor Self Service (VSS), the Procurement Card Program, and other Procurement areas as assigned; provides functional support for 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 Enterprise Resource Planning (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; and 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.

Business Services - AMI Assignment: Provide expertise in developing and maintaining the Advanced Meter Infrastructure system (AMI) utilized by Energy Resources (Electric, Gas, Water), Water Quality Departments, Business Services CIS Admin group, Customer Service, and GIS (Geographic Information Systems). Specific duties include: support business processes as they relate to Billing, Meter Reading, and Meter inventory functionality, provide system analysis with internal and external vendors; provide assistance with hardware and software support for all staff that use AMI, understand AMI application security across all City work groups; trouble-shooting software/hardware and functional issues, escalating when necessary to DoIT team; and to resolve issue in a timely manner. Working directly with the vendor, City's DoIT team, Energy Resources, Water Quality Departments, and CIS Admin group, to assist, develop, and test functional procedures which includes AMI functional software testing, integration software testing with CIS and SilverBlaze, business process testing, and AMI defects and system fixes. Assist with training related functions developing, designing, and implementing custom training programs for the AMI system and associated programs and create custom AMI and SilverBlaze procedures, training manuals, and materials as they relate to AMI users for all work groups; can conduct system training to users via Teams, in office, classroom settings, and in field locations; and keeping all AMI/SilverBlaze users informed of changes in procedures/policy that relate to specific job duties. Additional duties include: assist with analyzing, reporting, and in-house tracking system defects to the vendors associated with the AMI system; assist with reporting existing system defects to the vendor on the vendor site; assist with communication, meetings, webinars, and one-on-one assistance in resolving operational defect problem solving with the vendor; working directly with the City's DoIT team in understanding, developing, and testing of functional procedures and CIS defects. Provide assessments and reports from the system to assist department with operational analysis; and assist with AMI user security and role-based account privileges, including account creation, updates, deletions, and password resets.

Engineering Assignment: This position supports ProCore, a project management application that the Engineering Department utilizes to manage CIP Projects. The duties include coordination of the systems development, implementation, maintenance, and first-level problem resolution in coordination with Engineering management, City's IT Department, and ProCore IT Engineers. The systems work includes engineering project's set-up and close-out associated with budget and expense line items; configuring, testing, implementing, and maintaining workflows; creating and testing notification templates; modifying system picklists; managing user accounts, and being involved in system enhancements and upgrades. Other specific duties include researching system errors; collaborating with DoIT and the software vendor as necessary to resolve issues; initiating and tracking service tickets; testing and validating the completed service tickets; collaborating with DoIT for mapping, developing, or modifying new or existing reports; and serving as the first-level technical support for troubleshooting and problem resolution before escalating to DoIT, the vendor, and or Engineering Management. Additional duties include updating and maintaining the Engineering's Administrative Manual for ProCore user training and reference; preparing training and procedural instructions for end users; conducting classroom and individualized training on ProCore for department users; and creating ad-hoc systems data queries and reports. Other duties include reviewing and analyzing Financial Integration Import summaries daily; completing year-end rollover of active project budget and expenses data; changing system default workspace for all users to the current cycle; compiling data from Advantage ERP reports to produce reports/pivot tables and charts/graphs to identify patterns and trends; and ensuring project documents from the system transfer in accordance to the configuration documentation into the city's archiving system FileNet.

Parks, Recreation and Community Facilities Assignment: In addition to the general classification responsibilities, this position is a hands-on technical and functional position that will manage and maintain the City's infrastructure asset management application, which involves effective communication and collaboration with various City staff. This application is a GIS centric service request, work order, and asset management system used to track activity across several departments and divisions within the City of Mesa. Specific duties include creating work order templates and reports, maintaining security roles within the application, testing new configurations and customizations, creating training materials, training users, migrating changes across environments, improving data entry and workflow, and providing guidance on application capabilities. This assignment requires a general understanding of GIS tools and capabilities, and duties may also include creating, maintaining, and publishing GIS maps for consumption within the asset management application.

Solid Waste Department Assignment: Providing direction and expertise in developing and maintaining the Solid Waste Applications System (SWApps) utilized by Solid Waste, Customer Service, and Geographic Information Systems (GIS), the SWApps system is responsible for storing customer and routing information for refuse collection services. Providing direction and expertise in maintaining vehicle camera systems, GPS, and tablet hardware systems installed across the Solid Waste Fleet, including troubleshooting, and coordinating with Fleet, Solid Waste management, and vendors for escalated issues and warranty replacements. Providing direction and expertise in converting from on-premises Solid Waste applications to cloud-based Solid Waste routing platform including GIS data layer development, data analysis and clean-up, system-testing, bug reporting, and training Solid Waste staff. Other duties include providing first-level support to Solid Waste staff requesting IT training, hardware, and application troubleshooting; coordinating telephone and computer moves; maintaining computer and asset tracking forms; submitting requests to DoIT; creating training materials; programming code to

improve processes or retrieve data by connecting to APIs and other data connections; and processing and maintaining distribution groups.

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 DoIT'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 DoIT, 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 or promotion date (*by assignment*).

Substance Abuse Testing. None.

Preferred/Desirable Qualification. Applications, Access, SQL queries, Crystal, and Tidemark Advantage experience is highly desirable (*based on assignment*). Working experience with infrastructure asset management systems and work order management systems, such as Cityworks or a similar infrastructure management system, and GIS knowledge is highly desirable (*based on assignment*). Considerable (3 – 5 years) experience with CIS and related applications and experience with training is highly desirable (*Business Services – Customer Information System (CIS) 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 Class D 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 DoIT. 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.

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INCREMENTS 47-200

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