



**INFORMATION SYSTEMS SPECIALIST - APPLICATIONS**

*FLSA Status: Non-Exempt*

**GENERAL DEFINITION AND CONDITIONS OF WORK:**

Performs difficult paraprofessional and technical work resolving user problems, performing database support functions, and maintaining the County's website; does related work as required. Work is performed under general supervision.

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects, work requires stooping, kneeling, crouching, reaching, walking, pulling, lifting, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Troubleshooting and resolving end users problems with information systems; performing database support functions; maintaining the County website; maintaining files and records; preparing reports.**

*(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

Works with information technology staff and end users; troubleshoots and resolves problems with major information systems used by the County;

Maintains the County's web site and assists in the design of that site.

Acts as liaison between end users and application vendor's support teams;

Assists users with creating and writing reports using report writing software;

Performs database support functions including backups, creating queries, creating and maintaining tables with County databases;

Assists in the design of County website; maintains County website using authoring tools;

Assists end users in creating desktop database applications and server based database applications;

Assists in evaluating and implementing new information systems applications;

Creating and maintaining user accounts and profiles/permissions for major applications used by the County;

Studies and documents major business processes of County departments;

Maintains lists of user accounts for applications used by the County;

Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;

Must have a valid Virginia Driver's License;

Performs related tasks as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of the operation, uses and capabilities of electronic data processing main and peripheral equipment; thorough knowledge of hardware or software procedures and techniques; thorough knowledge of SQL and Access database software; ability to create and maintain desktop database applications and server based databases; ability to understand and carry out written and oral instructions; ability to analyze software programs and program adjustments; ability to establish and maintain effective working relationships with associates and vendors.

**EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to graduation from an accredited college or university with course work in computer science or related field and some experience in the application of database software and website maintenance.