Charleston County
South Carolina

An Equal Opportunity Employer

This is a class specification and not an individualized job description. A class specification defines the general character and scope of responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list every duty for a given position in a classification.

CLASS SPECIFICATION

Job Title:	**IT SYSTEMS SPECIALIST**		**Job Code:**	
Core Comp Group	**Professional**		**FLSA:**	**Exempt**
Pay Grade:	**PROF 03**		**EEOC:**	
Effective Date	**February 2015**	**Revision A:**		
Revision B:		**Revision C:**		
FOR DEPARTMENTAL/OFFICE USE ONLY				
Dept.			**Dept. #**	
Location:			**EM Status:**	
Reports To:				
Schedule:				

GENERAL STATEMENT OF DUTIES

Develops and manages custom computer systems and databases for an assigned County Department/Office; and performs directly related work as required.

DISTINGUISHING FEATURES OF CLASS

The principal function of an employee in this class is to develop and manage custom computer software for an assigned County Department/Office. The work is performed under the supervision of a designated supervisor within the assigned Department/Office, but considerable leeway is granted for the exercise of independent judgment and initiative. An employee in this class may exercise supervision over subordinate and related support personnel as assigned. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with County personnel, vendors and the general public. The principal duties of this class are performed in a general office environment.

EXAMPLES OF ESSENTIAL WORK (ILLUSTRATIVE ONLY)
(A single individual may not perform all of these tasks. An individual may also perform additional tasks.)

- Utilizes object oriented Computer Programming languages and Standard Query Language (SQL) to create custom computer applications and reports.
- Designs Relational Databases and custom reports.
- Analyzes business processes and work flows, and creates automated systems as appropriate.
- Assesses departmental/office computer needs and makes related recommendations.
- Coordinates training requests.
- Carries out project support functions, including support of creation of project plans and managing components of larger projects.
- Troubleshoots data lines, communication equipment, terminals, personal computers, printers, network systems and related equipment.
- Installs, maintains, updates, repairs, and backs up departmental/office computer system.
- Prepares statistical reports, data analysis charts and graphs, and income analysis spreadsheets.
- Provides user support for software application, network problems, or hardware and provides training.
- Programs and designs reports on program information relative to productivity, client load and financial analysis.
- Oversees imaging of documents, including maintaining database integrity, performing database updates, developing procedural controls, and resolving issues of errors in and/or failures of the system.
- Creates custom computer software and evaluates purchased software for suitability and cost effectiveness.
- Evaluates the efficiency and effectiveness of existing automated and manual systems.
- Interacts with software and hardware vendors, including the internal IT contract vendor and external venders and support technicians.
- Acts as coordinator/liaison between Department/Office and Technology Services Department or IT contractor.
- Develops, monitors or analyzes various reports related to the department operations.
- Responds to questions, comments, and requests in a courteous, timely manner.
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions.
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.
- Attends meetings, conferences, workshops and training sessions and materials to become and remain current on the principles, practices and new developments in assigned work areas.
- Communicates and coordinates regularly with others to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- Performs other directly related duties consistent with the role and function of the classification.
- May be designated to report to work during hazardous weather or emergency conditions.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge
- Comprehensive knowledge of Information Systems Management.
- Comprehensive knowledge of Microsoft Windows operating systems.
- Comprehensive knowledge of database programs used in the relevant Department/Office, such as Microsoft SQL server or Adaptec Sybase Service.
- Comprehensive knowledge of desktop and mobile computing platforms.
- Comprehensive knowledge of the various hardware (internal & external), software and accessory peripherals utilized in a networked system.
- Thorough knowledge of Object Oriented computer programming languages.
- Thorough knowledge of Standard Query Language (SQL).
- Thorough knowledge of Relational Data Base Design.
- Thorough knowledge of County policies and procedures.
- Thorough knowledge of query applications.
- Thorough knowledge of the business needs relating to the assigned Department/Office.
- Thorough knowledge of networking configurations, Internet and e-mail procedures.
- Some knowledge of contractual language and procedures common to local, state and federal contacts and grants.

Skills
- Skilled in communicating effectively with others, both orally and in writing, using technical and nontechnical language.
- Skilled in operating a personal computer using standard or customized software applications appropriate to assigned tasks.

Abilities
- Able to work independently or with others to accomplish a common goal.
- Able to train others on technical information.
- Able to prioritize multiple activities in order to attain goals and objectives, on schedule.
- Able to stay abreast of the latest technology in the computer industry and its potential application to the assigned department.
- Able to provide effective supervision to assigned personnel as appropriate.
- Able to perform work with speed, accuracy, and attention to detail.
- Able to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.
- Able to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.
- Able to understand and follow oral and/or written policies, procedures and instructions.
- Able and willing to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.
- Able to use integrity, ingenuity, and inventiveness in the performance of assigned tasks.

TRAINING AND EXPERIENCE
- Bachelor's Degree in Computer Science, Information Systems Management, or related field; and
- 3-5 years of experience in computer programming, troubleshooting, and/or training; or

- Any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the work.

ESSENTIAL PHYSICAL DEMANDS

- Clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively.
- Vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of written material in both electronic and hard copy.
- Manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer and related equipment;
- Personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to function within the general office environment.