

The Maryland National Capital Park and Planning Commission

TITLE: Information Systems Specialist I GRADE: 20 DATE: 12/8/2020
SERIES: Information Technology CODE: 1324 EEO: Paraprofessional FLSA: Non-Exempt

Class Definition:

Under general supervision, performs entry level information systems analysis work. Applies information systems analysis methods and techniques to setup, maintain, repair and configure computer applications on various hardware and software platforms (i.e., Geographic Information Systems – IS/GIS, Enterprise Account Management - EAM, Financial Systems, Document Management). Provides support to users by resolving problems and meeting requests for hardware and software upgrades and enhancements; analyzes business processes and workflows to recommend development requirements. Assists in administering databases using development software (i.e., Visual Studio) and performing maintenance tasks. Integrates various hardware and software platform products and data sources to accomplish a business process; and installs, tests and evaluates new systems. The majority of work is day-to-day routine maintenance and enhancements of applications and databases, with some time spent on analysis and design. Incumbent plans and completes regularly scheduled maintenance and related work and to resolve problems encountered according to detailed instructions and specifications; informs and consults with a more experienced employee or supervisor on analysis and design efforts. Coordinates with stakeholders, users and vendors as appropriate to research problems, identify solutions and ensure efficient system administration. Applies knowledge of principles, procedures and methods used in information systems and software development tools and concepts, methods and techniques used in developing applications. Performs various types of analyses and solves conventional and non-standard problems, which include interactions of technical and non-technical variables. Interacts with people inside and outside the organization to exchange information, coordinate, instruct and guide. Performs other duties, as assigned.

Assignments are made in terms of requirements and anticipated problems. The incumbent plans and carries out the work in conformance with established policies and procedures and accepted methods and practices, resolves commonly encountered work problems and deviations by selecting and applying the appropriate guideline(s), and brings uncommon problems to the supervisor's attention for guidance or resolution. The work is expected to be accurate and is subject to check for conformance with guidelines, quality, quantity, timeliness, teamwork, customer service and other factors.

Examples of Important Duties (Estimated Percentages):

1. Core Functions ($\pm 70\%$) – assigned functions vary by position
 - Software Administration. Assists with planning and scheduling backups, upgrades and other routine maintenance operations of Information Systems (IS) that ensure minimal impact on agency operations. Verifies execution of automated system processes and reports and resolves any issues that occur. Resolves system hardware issues by working with staff. Assists with the customization of vendor systems as required to meet business practices using various systems administration tools. Installs, configures and tests personal computer (PC) hardware and software.

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- Software Development. Conducts analysis of business processes, workflows, requirements and data management problems and recommends automation needs; works with a more experienced specialist to analyze available resources. Meets with users to identify work requirements and processes; obtains knowledge of working environment, available resources and equipment, skill and knowledge level. Tests and evaluates applications software and systems using standard methodology and practices including the current technology industry standards for programming languages and tools. Assists with the development and execution of a plan for the design, delivery and implementation of a system; prepares routine test data and tests programs to determine if specified requirements are met.
- Database Administration and Development. Assists in developing and managing one or more databases and sets of related applications. Under the supervision and review of more senior staff, performs routine maintenance tasks such as adding users, loading new information, requests to modify the database structure and writes reports; maintains a complete log of database backup and archive procedures, tasks and contacts. Monitors operations and recommends upgrading, enhancing procedures or software codes; develops reporting routines. Evaluates upgrades and enhancements to applications; prepares reports documenting work activity and projected activities. Assists with the testing of all changes written in-house or by a software vendor. Generates database reports and performs analysis of databases.

2. Other (±30%)

- Maintains familiarity with current industry methods, software and technology, including reading trade journals, participation in regional user groups, conferences and technical online forums. Regularly identifies self-development and training opportunities; takes initiative to identify needed information and obtain appropriate resources. Maintains knowledge and skills.
- Operates computers and peripheral equipment with office automation suite software (e.g. word processing, spreadsheets, graphics, statistical, database packages) to enter data, perform data analysis, design and produce reports, tables, graphs and charts. Assists in designing WEB pages and coordinates upgrades and revisions.
- Provides support to users utilizing established detailed instructions and procedures; resolves problems. Responds to requests for data, customized reports, enhancements and software upgrades; identifies, diagnoses and resolves technical issues. Works with software vendors to resolve technical problems; notifies supervisor of any unusual or non-routine issues that are discovered. Follows established industry and organizational standards for quality control to ensure accuracy and completeness of work performed; assists in providing training to staff, end users and division team staff.

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Important Worker Characteristics:

- A. Knowledge of, and skill in applying (1) the principles, procedures and methods used in information systems, functional and data analysis, design, development, implementation, testing, evaluation and maintenance; (2) software development tools and concepts, methods and techniques used in developing computer applications, including programming languages (i.e., SQL and PLSQL) and report generators; (3) reporting and analysis; (4) networking, web services, proxy architecture and database constructs (i.e., Microsoft .NET programming*, JavaScript/HTML); (5) uses and capabilities of computer hardware and software; (6) system analysis and project management methods and principles; and (7) Commission organization, policies, and procedures*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill and ability in:
- Writing and modifying software applications using industry standard languages;
 - Awareness of database diagnostics and tuning;
 - Working with various operating systems on the mini, microcomputer, and client and server platforms*;
 - Use of spreadsheets, word processing, graphics, communications, database management systems and integration of data between diverse systems*;
 - Monitoring log files and understanding errors to report or correct;
 - Writing programs in SQL, PL/SQL and EAM, if applicable and script languages to extract or modify data within a database.
 - Working with multiple and varied operating systems;
 - Mining data and performing quality control checks;
 - Developing detailed system specifications and documentation for desktop and web applications;
 - Designing, creating and maintaining websites (i.e., Smartlink Systems) and software;
 - Developing, administering and delivering systems training.
- C. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include collecting, analyzing, organizing, and documenting information concerning the automation of work processes; analyzing and correcting system and application routine problems; and analyzing user requirements and translating into system solutions.
- D. Skill in communication to understand verbal and written information (including facts, descriptions and ideas) and to express such information so that others will understand. This includes skills in actively listening to ascertain key information, including concerns, wants and needs of others, and in coordinating to achieve desired results including agreement or compliance. Examples include reading, writing, interpreting, and applying technical instructions and documentation.

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- E. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Information Systems, Computer Science, Geographic Information Systems or any related field.
2. One (1) year of experience in applications support and development.
3. An equivalent combination of education and experience may be substituted, which together total 5 years.
4. Depending upon area of assignment, a valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.

Working Conditions:

Work is usually performed in an office setting. Works in an environment with high volume and moderate pressure to meet deadlines. Work must be performed accurately and may require occasional overtime, after-hours, weekend or on-call work.