

Systems Analyst - (Promotional) Tompkins County

Department: Information Technology Services, T-S-T BOCES, Emergency Response

Classification: Competitive

Labor Grade: White Collar grade 14

Approved: Bd. Res. #362, 12/21/93

Revised: 09/98; 09/05; 3/15; 9/18

By: AF, Commissioner of Personnel

QUALIFYING EXPERIENCE FOR TAKING THE EXAMINATION:

This will be a departmental promotion examination admitting employees of the Tompkins County Information Technology Services Department specifically in the title of Microcomputer Specialist. Candidates must have continuously held at least one year of competitive class status as of the date of application.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENT:

The candidate must possess a valid New York State motor vehicle operator's license at the time of appointment or otherwise demonstrate the ability to meet the transportation requirements of the job.

DISTINGUISHING FEATURES OF THE CLASS:

This position is responsible for developing, maintaining, and recommending computer and telephone systems (including hardware, software, networks, interconnectivity, etc.) for the contracting department. The incumbent coordinates activities with staff of the Information Technology Services Department. The work is performed under the general supervision of the Director of Information Technology Services and the head of the contracting department, with considerable leeway for planning work methods and procedures with commensurate responsibility for technical results. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Ensures compatibility and coordinates operation of computer, computer network, and telecommunications hardware and software;
- Develops, maintains and recommends computer and telephone systems (including hardware, software, networks, interconnectivity, etc.) for all divisions within the contracting department;
- Responsible for the ongoing operation of the computer and telephone systems;
- Conducts in-depth research as required to develop and maintain the computer and telephone systems with minimal disruption in service;
- Assists in drafting and negotiating contracts for the equipment, systems and professional services;
- Coordinates the installation, testing and evaluation of delivered materials;
- Coordinates delivery of systems, programs and data supplied from federal, state and other agencies; and
- Evaluates, recommends and modifies the delivery of systems, programs and data supplied from federal, state and other agencies as required for County usage.
- Provides training in the use of word processing, database, spreadsheet, utility, in-house developed and other software;
- Develops files, screens, interactive programs, macros, templates, etc.;
- Provides Help Desk support for computer users.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of principles and practices of computer application analysis, design and construction;
- Working knowledge of common business practices;
- Thorough knowledge of computer communication protocols;
- Working knowledge of telecommunications equipment;
- Excellent verbal and written communication skills;
- Ability to present ideas clearly and concisely, both orally and in writing;

- Ability to establish and maintain working relationships;
- Good judgment, integrity and tact; and
- Physical condition commensurate with the demands of the position.

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