



## POSITION OPENING:

### Information Systems Generalist

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**Salary:**

\$18.79 – \$26.50

**Department:**

Finance

**Accountable To:**

Information Systems Manager

**All applicants must submit a PHA employment application by:**

Internally – May 17, 2017

Externally – May 25, 2017

**POSITION SUMMARY:** Incumbent is responsible for assisting the Business Analyst, Database Specialist, Network Administrator, and IS Manager in the following: planning, implementing and performance of network administration; configuring, installing and repairing of server and PC hardware and other equipment (network communications equipment, printers, copiers, faxes, security cameras, digital video recorders, telephones, cell phones, etc); evaluating and installing end-user software and hardware; and providing required data. Works on the MIS Help Desk. Incumbent manages the end-user equipment allocation processes and is responsible for the Agency Computer Equipment Inventory.

**REQUIRED QUALIFICATIONS:**

- Provides hardware and software support to employees as requested through Help Desk such as troubleshooting hardware and software, and researching solutions to problems. Maintains checklist of status of periodic maintenance processes (database Reindexing, data backups, etc.). Maintains and supports security cameras and digital video recorders.
- Manages equipment allocation and process. Responsible for maintenance of the MIS Equipment tracking process. Primary responsibility for ensuring that Agency personnel have the appropriate level of technology equipment.
- Provides technological solutions to business problems presented by Agency staff. Analyze problems, identify and evaluate possible solutions and implement solutions.
- Assists the Business Analysts in providing data to Agency personnel for use in administrative reports and requests and HUD reporting; determines appropriate format for presenting data; and, verifies accuracy, completeness and timeliness of data.
- Assists the Network Administrator with tasks such as establishing e-mail accounts, installing hardware and software and handling special projects; and recommends the purchase of parts, supplies and accessories for computers, printers and related hardware and software. Serves as support for Network Administrator and Database Specialist in the absence of the primary support person.
- Assists the Database Specialist with tasks such as end-user support, report creation and modification using Crystal Reports,
- Assists the IS Manager with tasks such as management analysis & reporting, and procurement.
- Provides informal individual software and hardware training for end users; focusing on PHA

specific needs.

**PREFERRED QUALIFICATIONS:** AA degree in Information Systems. Additional relevant experience in jobs at the A Band or higher level and/or relevant education. Demonstrated experience working with ethnically, culturally and economically diverse populations.

**KNOWLEDGE:**

- Office, database and networking software;
- Computer hardware, components; and peripherals;
- Video security equipment;
- PC and Server Operating systems;
- Business processes such as accounting and inventory management;
- Windows Network Administration;
- Email and Voice Mail Administration

**SKILLS:**

- Installing and troubleshooting software and hardware components;
- Training end users;
- Analyzing end-user needs;
- Extracting data and designing reports;
- Working with software and hardware vendors and contractors;
- Using a variety of office equipment such as fax machines and copiers;
- Using a variety of hand tools such as wrenches and screw drivers;
- Using computers, printers and related software applications;
- Preparing clear and concise reports and memos;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

**LICENSING REQUIREMENTS:** Must have a valid Driver's License and vehicle

Testing will be administered to finalists at least two weeks after closing date.

The individual hired must successfully complete a criminal history background check and PHA physical exam.

**For an application and a complete Class Specification please go to [www.stpha.org](http://www.stpha.org) or call Human Resources at 651-298-5664, fax 651-228-3139.**

Apply on-line at [www.stpha.org](http://www.stpha.org)

**Submit completed application to:**

**Public Housing Agency  
555 N. Wabasha Street, Suite 400  
St. Paul, MN 55102.**

The PHA is an equal opportunity/affirmative action employer  
Section 3 applies