

Reviewed & Approved 6/10/15  
 Dept. Director/Date M. K. Brown 6-10-15  
 EEO/Date M. K. Brown 6-10-15  
 HR/Date M. K. Brown 6-10-15

## Class Specification

<b>Class Title:</b>	Information Systems Generalist	<b>Position Title:</b>	Information Systems Generalist
<b>Accountable To:</b>	Information Systems Manager	<b>Department:</b>	Finance
<b>Band:</b>	B	<b>Grade:</b>	2
		<b>Subgrade:</b>	3
		<b>FLSA Status:</b>	Non-Exempt

**Class 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 communications equipment, printers, copiers, faxes, security cameras, digital 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.

**Distinguishing Characteristics:** The MIS Generalist is the first level of a four-level computer series. The MIS Generalist is distinguished from other classes by working in all areas of MIS as needed.

**Position Summary:** Same as above.

Duty	% Of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
1. 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	50%	Yes	A. Responds to technology problems within department guidelines. B. Responds to MIS hotline (both voice mail and e-mail) in a timely manner. C. Solutions are developed using good problem solving skills. D. Processes are documented.	

Duty	% Of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
cameras and digital video recorders.				
<p>2. 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.</p>	10%	Yes	<p>A. Equipment is efficiently allocated.  B. Equipment Inventory Information is accurate and up-to-date.</p>	
<p>3. Provides technological solutions to business problems presented by Agency staff. Analyze problems, identify and evaluate possible solutions and implement solutions.</p>	5%	Yes	<p>A. Problems are correctly analyzed.  B. Potential Solutions are identified and evaluated.  C. Efficient/effective solutions are implemented.</p>	
<p>4. 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.</p>	5%	Yes	<p>A. Data provided to employees is complete and accurate.  B. Data is provided within set time frame.</p>	
<p>5. 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.</p>	15%	No	<p>A. Basic network tasks can be handled in absence of network administrator.  B. Purchasing recommendations are done within the agency's purchasing policy.</p>	
<p>6. Assists the Database Specialist with tasks such as end-user support, report creation and modification using Crystal Reports</p>	5%	No	<p>A. Requests, problems and concerns are handled in an effective, efficient and timely manner.  B. EMPHASys trouble-shooting and/or</p>	

Duty	% Of Time	Essential Duty Yes/No	Performance Standards	Achieved Y/N
7. Assists the IS Manager with tasks such as management analysis & reporting, and procurement.	5%	No	appropriate calls for assistance are handled promptly in emergency cases. A. Reporting and analysis of management information is correct and efficient.	
8. Provides informal individual software and hardware training for end users; focusing on PHA specific needs.	5%	Yes	A. Staff is properly trained in the use of the software and equipment necessary to perform their jobs.	
9. Must abide by all Board approved policies, policies prohibiting discrimination and harassment, executive communications, administrative procedures, and safety procedures established by the PHA.	On going	Yes		
10. Must travel to various PHA sites and other locations that are required by the nature of the work.	As Required	Yes		
11. Performs other duties of a similar nature or level.	As Required			

<p><b>Knowledge</b> (position requirements at entry):</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> <li>Office, database and networking software;</li> <li>Computer hardware, components; and peripherals;</li> <li>Video security equipment;</li> <li>PC and Server Operating systems;</li> <li>Business processes such as accounting and inventory management;</li> <li>Windows Network Administration;</li> <li>Email and Voice Mail Administration.</li> </ul>	<p><b>Skills</b> (position requirements at entry):</p> <p>Skill in:</p> <ul style="list-style-type: none"> <li>Installing and troubleshooting software and hardware components;</li> <li>Training end users;</li> <li>Analyzing end-user needs;</li> <li>Extracting data and designing reports;</li> <li>Working with software and hardware vendors and contractors;</li> <li>Using a variety of office equipment such as fax machines and copiers;</li> <li>Using a variety of hand tools such as wrenches and screw drivers;</li> <li>Using computers, printers and related software applications;</li> <li>Preparing clear and concise reports and memos;</li> </ul>
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	<ul style="list-style-type: none"><li>• 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.</li></ul>
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**Required Qualifications**

**Education:** Graduation from high school or GED

**Experience:** Combination of 1 year of relevant experience in jobs at the A Band or higher level such as databases, software support, Help Desk, or related computer/MIS experience.

**Preferred Qualifications**

**Education:** AA degree in Information Systems

**Experience:** 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.

**Licensing Requirements** (position requirements at entry):  
Must have a valid Driver's License and vehicle

**Physical Requirements**

**Medium Work** (Exerting 20 to 50 pounds of force occasionally, or 10 to 25 pounds of force frequently, or greater than negligible up to 10 pounds of force constantly to move objects.) (For complete physical requirements see "Physical Demands Job Analyst" on file.)

**Classification History**

Draft prepared by Rick Jordan

Date: (revised 11/2003); (revised 11/04); 1/05; (revised 3/09 rj, rm); (revised 5/15 dl, rpm)