

Job Class Code: 1360	FLSA Status: Exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION

The purpose of the job classification (class) is to provide analysis and support for computer information systems. The job class is responsible for computer information systems design, development, and installation of applications, upgrades, inventory, training, user assistance, and associated duties. The job class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

TYPICAL TASKS

- Analyzes user requests for new or improved computer information systems; researches current technologies in computer systems to recommend solutions to user problems or needs.
- Monitors trends and new developments in computer information systems technology and assists in development of plans, policy and procedures for computer information system operations.
- Designs, develops, debugs, and installs new computer information system applications.
- Modifies existing software to improve operations, consolidate programs, reduce complexity, or otherwise improve information system operations.
- Assists users with information requirements and designs report formats to satisfy user needs.
- Assists users with problems with computer information systems involving hardware or software difficulties; troubleshoots and repairs system hardware and software problems.
- Provides orientation or initial/follow on training for system users.
- Provides system and network administration and security; controls user access to systems; adds and deletes users and assigns passwords as required.
- Performs administrative functions such as maintaining hardware and software inventories or other records, assisting with budgets, monitoring materials and expenditures, ordering materials and supplies, compiling and preparing specifications for new systems, maintaining system documentation, conducting studies, preparing reports, and other related tasks.
- Attends or conducts staff or training meetings to exchange information; attends in-service training and technical or professional classes, seminars, or conferences to improve technical or professional skills; serves on committees and boards engaged in computer information systems activities.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.
Interpersonal/People Involvement	Counsels or instructs others through explanation, demonstration, and supervised practice and makes recommendations based on technical expertise.
Reasoning Requirements	Performs coordinating work involving guidelines and rules but solves problems constantly.
Mathematical Requirements	Uses mathematics involving the practical application of fractions, percentages, ratios and proportions, algebraic solutions of equations and inequalities, descriptive and inferential statistics, and mathematical classifications or schemes.
Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs.

Mental Requirements	Performs specialized technical and professional work requiring general understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized technical or professional principles and practices in the solution of problems; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.
Decisions/Supervisory Control	Guides others, making frequent decisions, affecting the individual, clients, coworkers, and others that depend on the service or product.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in computer science or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this job class requires a minimum of two years of full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license and a driving record that is in compliance with City Driving Standards. As applicable Information Technology based positions must meet requirements specified in Criminal Justice Information System (CJIS) policy for access to the Virginia Criminal Information Network (VCIN).
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

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