

# ATLANTIC COUNTY GOVERNMENT

## JOB ANNOUNCEMENT

### PLEASE POST

Posting Date: 05/19/17

Closing Date: 05/26/17

**TITLE:** Technician, Management Information Systems

**SALARY:** \$29,500 - \$33,760

Hours: 40  35

**DEPARTMENT:** Administrative Services

Union  Mgmt

**LOCATION:** Atlantic City

NJCSC Test Required: Yes  No

Grant Funded: Yes  No

### **DEFINITION:**

Under supervision assigned to a program or operational unit having responsibility for a specific, existing information processing system operation, implements and monitors management information systems used to compile, store, retrieve, and process varied types of financial, program, or other information unique to the unit; operates computers and related equipment controls; analyzes and troubleshoots information processing program or system error conditions; updates and analyzes application software problems; performs system maintenance; or in a client/server environment, updates hardware/software support to end users; installs hardware and software on servers or workstations; does other related work.

**NOTE:** The definition and examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed. Positions in this class are responsible for the system that processes program/operational data and information involving analysis and interpretation of the information system. This title is not intended to classify positions solely responsible for entry and retrieval of data.

### **REQUIREMENTS:**

#### **EDUCATION:**

Completion of sixty (60) semester hour credits from an accredited college or university.

#### **EXPERIENCE:**

One (1) year of experience in work involving information systems including responsibility for gathering, compilation, retrieval, maintenance, and distribution of financial, management, and/or other technical information in a public or private organization, or in providing user support and solving user problems in a help desk or related environment.

**NOTE:** Applicants who do not meet the above education requirement may substitute additional experience as indicated on a year-for-year basis with thirty (30) semester hour credit being equal to one (1) year of experience.

Twenty-four (24) semester hours credits in data processing from an accredited college or university may be substituted for up to two (2) years of the education.

**LICENSE:**

Appointee will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform essential duties of the position.

**EXAMPLES OF WORK:**

Acts as a communication link between departments and agency supervisors and/or administrative staff in terms of providing technical assistance on detail program queries regarding the reporting of case information.

Monitors and performs prompt preparation of input documentation.

Establishes effective lines of communication with agency supervisors to maintain quality standards of reported data and necessary corrective action identification.

Develops file layouts for user applications.

Determines the distribution of output reports and assists agency supervisory personnel in the interpretation of the results of the reports.

Guides, schedules, and takes corrective action on source documents.

Ensures that proper batch controls are maintained by the agencies.

Identifies information needs by batch for the agencies and data processing system that may require individualized agency changes; in general, this task is performed to ensure that specific agency procedures that may not coincide with the automated processing are augmented to create an effective processing environment.

Answers inquiries from system users; explains system functions and provides technical assistance in the use and application of system features.

Provides support in the maintenance of mainframe connections.

Installs, configures and sets up printers and workstations; installs software programs.

Responds to requests for assistance; identifies and corrects hardware, software, and printer problems.

Troubleshoots application errors.

Identifies and resolve network problems.

Prepares reports.

Maintains records.

Will be required to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

**KNOWLEDGE AND ABILITIES:**

Knowledge of office methods and procedures.

Knowledge of information processing production and control functions, and of workflow control techniques.

Knowledge of client/server productivity aid packages.

Ability to isolate causes and solve case information processing problems.

Ability to communicate problems, causes, and recommended solutions to users and administrative personnel in a diplomatic/cooperative manner.

Ability to specialize in one functional area or to perform control activities and communications over a combination of processing applications/procedures.

Ability to teach the operation and procedural requirements to other employees.

Ability to use system diagnosis tools.

Ability to use network center productivity aids and software packages.

Ability to communicate, both orally and in writing, using easily understood language with all levels of employees (agency supervisors and line staff).

Ability to prepare reports.

Ability to work effectively with associates and supervisory officials.

Ability to make necessary field and other tests.

Ability to make required inspections and investigations.

Ability to learn quickly from oral and written directions and explanations.

Ability to maintain records and files.

Ability to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

Ability to read, write, speak, understand, and communicate in English sufficiently to perform duties of this position. American Sign Language or Braille may also be considered as acceptable forms of communication.

Persons with mental or physical disabilities are eligible as long as they can perform essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

**Interested, qualified applicants should apply online at [www.aclink.org](http://www.aclink.org)**

**Alternatively, applications may be mailed to the**

**Atlantic County Division of Human Resources**

**1333 Atlantic Avenue, Atlantic City, NJ 08401**

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