



INFORMATION CENTER SPECIALIST

DEPARTMENT: Financial and Management Services/Information Resources Management/Information Center

NATURE OF WORK:

Performs responsible professional work providing information and assistance to County employees regarding the use of information technology through training, consultation, and direct help. Work is performed under the general supervision of the Director of Information Resources Management.

ESSENTIAL FUNCTIONS OF THE JOB:

Trains computer users to employ automation and to create computer applications.

Generates applications in conjunction with users.

Generates and modifies prototypes of computer applications.

Specifies changes to prototypes that may be needed to make them into working systems.

Assists with program maintenance changes.

Consults on computer user problems.

Documents applications and writes manuals to help employees use software effectively.

Furnishes problem analysis when something goes wrong.

Determines whether or not a proposed application is suitable for Information Center development and selects the software and methods.

Demonstrates Information Center capabilities to users, including senior management.

Maintains a catalog of available applications and databases.

Coordinates application development to avoid duplication.

Helps users locate data they need; arranges to have it converted, if necessary.

Helps users obtain authorization to access required data.

Conducts user group meetings to facilitate exchanges of experience; sets up workshops to develop user proficiency in better computer techniques and to foster self-sufficiency.

Implements end-user computing motivational strategies.

Tracks the benefits of end-user computing in James City County.

Promotes the Information Center facilities and benefits at all levels in James City County.

Helps users acquire needed computing equipment and software and the access they require to other computer systems.

Maintains facilities for backup, recovery, and archiving programs and data.

Practices continuous learning through individual study, classroom training, seminars and conferences.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed primarily in an office setting. Operates personal computer and other office equipment. Uses small hand tools, diagnostic hardware and software, programming software, and network cable testing equipment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of practices, techniques, and principles of information systems.

Considerable knowledge of microcomputers and microcomputer software, including word processing, spreadsheets, database managers, communications programs, graphics presentation packages, and other major classes of microcomputer software.

Considerable knowledge of capabilities of diverse mini- and microcomputer systems.

Knowledge of the principles and techniques of adult learning.

Skill in oral and written communications.

Ability to conduct formal training classes.

Ability to match user needs with computer software and hardware and to recommend solutions to meet end user needs.

Ability to perform routine computer equipment assembly.

Ability to evaluate new hardware and software and recommend those appropriate for County users.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Information Systems, Computer Science, or a related field, and considerable computer end-user training/support experience which has included experience using a variety of software packages and database applications; or any equivalent combination of acceptable education and experience providing the knowledge, abilities, and skills cited above.

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IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Information Center Specialist Position Number: 516
Department: FMS Division: IRM/IC

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. Mental Abilities: General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- : Ability to understand and follow oral instruction
- : Ability to understand and follow written instruction
- : Ability to guide and/or give instructions
- : Ability to make decisions in accordance with established procedures and policies
- “ Not essential to job function

II. Verbal Abilities: Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- : Answering telephone, radio, or switchboard
- : Communicating with County officials
- : Communicating with general public
- : Communicating with vendors
- : Communicating with supervisors and/or with other employees
- : Communicating with others: training, & technical specialists
- “ Not essential to job function

2. Hearing/Listening:

- : Ability to distinguish between different tones
- : For communication with County officials, public, vendors, supervisors and/or other employees
- “ Not essential to job function

3. Reading: (ability to read and understand text)

- : Essential to job function
- “ Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- : Ability to mentally perform accurate two digit calculations
- : Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- “ Not essential to job function

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- : Essential function
- “ Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|---|--|
| <ul style="list-style-type: none">: Use telephone: Use switchboard: Use radio/console: Use a calculator: Use a copy machine: Use a fax machine | <ul style="list-style-type: none">: Manipulate computer keyboard and mouse: Use postage machine: Use hand tools“ Use power tools“ Other: _____“ Not essential to job function |
|---|--|

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- : Essential to job function
- ‘ Not essential to job function

Explain: _____

VI. Physical Demands:

1. Strength: The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (U) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5!	5-10	10-15	15-25	25-50	50%	Occasionally	Frequently	Continuously
Lift				U			U		
Push/Pull				U				U	
Hold/Carry				U			U		

Manipulation done from: : ground to waist : waist level " waist to shoulder " above shoulder
(Check all that apply)

Not essential to job function: " Lift " Push/Pull " Hold/Carry (Check all that apply)

2. Climbing: To move up or mount by using the hands or feet.

Ladders

Stairways

Steps

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> : Step stool : 8' to 10' step ladder " Extension ladder " Other _____ " Not essential to job function | <ul style="list-style-type: none"> " 1 flight : 2 flights " 3 or more flights " Other _____ " Not essential to job function | <ul style="list-style-type: none"> " 1-2 " 2-3 : 3-4 " Other _____ " Not essential to job function |
|---|--|---|

3. Ability to Stand, Sit, Walk, and Run:

Please check (U) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9%			
Stand				U				U	
Sit				U				U	
Walk		U						U	
Run	U						U		

If walking or running, over what type of terrain? : flat " rough " both

Not essential to job function: " Stand " Sit " Walk " Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and/or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

“ 0-5x : 5-20x “ 20-50x “ 50+x
 “ Other _____ “ Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

“ 0-5x “ 5-20x “ 20-50x : 50+x
 “ Other _____ “ Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- : Peripheral vision
- “ Night vision
- : Focus (distinctness or clarity)
- : Color perception (discriminate between colors)
- : Depth perception (determine distance relationship between objects)
- “ Not essential to job function

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	“	:	“
Van	“	“	“
Small Truck	“	“	“
Medium Truck	“	“	“
Large Truck	“	“	“
Truck w/Equipment	“	“	“
Heavy Bus Equipment	“	“	“
Not essential to job function	“	“	“
Other (list) _____			

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