CLASS SPECIFICATION

Class Code: 60019355
Date Established: 08/2023
Last Reviewed: 09/2024
Last Revised: 09/2024
FLSA: non-exempt
Probation: 12 months

BUSINESS TECHNOLOGIST II

DEFINITION

Under general supervision, performs advanced computer and application support; conducts business system analysis and application development; performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Education equivalent to two years of college level course work in computer science, geographic information systems, business information systems, or a closely related field AND three years full time experience overseeing the daily performance of computer systems, networks, security, and system administration and software, business systems analysis, application development, OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

DISTINGUISHING CHARACTERISTICS

This is the journey level technician and business systems analysis, development, and support and/or department programmer level in the Business Technologist class series. It is distinguished from the Business Technologist I by the ability to independently perform a wider range of more complex assignments.

SUPERVISION EXERCISED

May exercise lead direction over support staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Report to, gets direction from, and collaborate with assigned department and Technology Services on all information technology projects.

Develop and maintain a department technology plan to include systems development and business systems analysis in collaboration with Technology Services.

Represent assigned departments at meetings with the Technology Services Department and participate on committees involving county information technology; participate in the Technology Services Change Management meeting as it relates to department technology changes; schedule, manage, and conduct reoccurring Technology Services Relationship Communication and Facilitation (RCF) meetings jointly with Technology Services

Collaborate with Technology Services in creating a business intelligence program to provide decision-makers with accurate, relevant, and timely information to support strategic and operational goals and objectives.

Participate with Technology Services in after-hours support for the department, which involves investigating the issue, determining the priority of the issue, troubleshooting, and fixing, and reporting status and resolution to the department and Technology Services.

Manage projects for the department in collaboration with Technology Services; maintain all projects and their status in the Technology Services Project Portfolio.

Create, track, update and resolve all technology work in the Technology Services ticket system; support multiple department systems.

Facilitate and manage IT governance processes.

Meet with vendors; preview, and test new products; make recommendations to the department; and serve as a resource to users and staff.

Research and evaluate business requirements, document business processes, and evaluate process improvement opportunities.

Work with department application database as needed for reporting data information purposes.

Coordinate services and activities with internal divisions, agencies, organizations, and government officials and in accordance with department policies and/or government regulations.

Establish data entry standards, create and maintain documentation on database structure; may work with TS Staff to administer and maintain databases for use by various divisions and outside agencies.

Design, develop, and generate a variety of department specific queries and reports using a variety of report-generating software and information sources; prepare and evaluate statistical and informational reports for department including quality assurance activity.

Determine user needs and develop electronic information technology applications.

Analyze applications and prepare program specifications, flow charts, and decision tables.

Perform maintenance and modification on existing system applications.

Prepare sample runs for testing programs and solve problems identified during tests.

Participate on various project teams to include multidisciplinary groups which utilize targeted technology expertise to work on specific projects or initiatives.

Develop, implement, and maintain websites, and content management systems, including content.

Use database languages to create, convert, and modify databases.

Provide technical support for complex issues on computer hardware, audio-visual equipment, software, software installations and upgrades, and perform system maintenance in coordination with Technology Services staff.

Coordinate and work with Technology Services on computer imaging, post-installation of software, and setting up and deploying computers.

Coordinate and work with Technology Services on user account and system administration.

Coordinate with Technology Services and department staff to gather information and assist in developing recommendations for the implementation of specialized hardware systems, software systems or applications to ensure systems are functioning properly.

Serve as liaison with users of specialized software to ensure that standards are maintained within vendor-supplied software packages; maintain files of vendor and product information.

Research and analyze proposed computer applications to determine appropriate usage and compatibility with county-issued hardware and standards.

Conduct inventory of department computer hardware and software, coordinate with Technology Services staff regarding installation of hardware and peripheral devices in accordance with the PC Refresh Program.

Assist with technology RFP, contract, purchase orders, invoices, and other administrative technology needs; generate purchase requisitions for computer hardware and software, in accordance with Information Technology Standards Committee standards.

Develop and maintain documentation for department hardware and software.

Provide individual and classroom training to department staff in the use and application of hardware and software.

Assist users in preparing graphic material, training documents, brochures, and various other materials using department specific software.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:
Department policies and procedures.

Organizational structure and functions of Washoe County.

Departmental programs and operations.

Washoe County system security measures.

Business systems analysis and development.

Principles and practices of project management.

Systems development.

Application development.

Content management systems for the department.

Department business processes.

Functions and applications of department computer hardware and software as they relate to desktop computers, laptops, tablets, servers, and various peripherals.

Ability to:
Communicate effectively with clients, assess their needs, and provide solutions that meet their requirements.

Plan and administer department equipment and software.

Diagnose and troubleshoot a variety of computer problems, including hardware failures, software malfunctions, and network connectivity issues.

Set up and maintain user accounts in department applications.

Perform the full range of application and specification development, programming, and database modification jobs and assignments.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

Knowledge of:
One programming language and how to write and debug scripts to automate tasks and resolve issues.

Microsoft Office Suite products.

Cybersecurity principles and how to implement security measures to protect computer systems and networks.

Custom reporting functions within specific department.

Basic concepts of computer hardware components, including the CPU, motherboard, RAM, hard drives, and peripherals.

Basic concepts of software installation, configuration, and troubleshooting.

Media production, communication and dissemination techniques and methods including alternative ways to inform via written, oral, and visual media.

Information technology application development and design, including website and associated content management.

Program specification development, coding, testing, and documentation techniques.

Database concepts and software.

Basic concepts of business systems analysis.

Basic concepts of content management systems.

Ability to:
Analyze information, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Evaluate work priorities, procedures and processes for effectiveness and efficiency.

Plan, prioritize and organize work to meet schedules and timelines.

Prepare and test computer programs.

Prepare program documentation and operating procedures manuals.

Install, test, troubleshoot and repair personal computers.

Design and implement information technology applications and develop program specifications.

Design websites and manage content.

Translate specifications into computer programs.

Maintain confidential information in accordance with legal standards and/or County regulations.

Analyze and interpret data and information.

Interact courteously and diplomatically with those contacted through the course of work; provide exceptional customer service.

Provide guidance and training to staff.

Communicate effectively in a clear, concise manner, both verbally and in writing.

Establish and maintain cooperative working relationships with all those contacted in the course of work including internal and external customers.

SPECIAL REQUIREMENTS
Essential duties require the following physical skills and work environment.

Ability to sit for extended periods. Ability to frequently stand, walk, stoop, and kneel. Ability to lift and move objects weighing up to 25 lbs.

This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.