



CLASS SPECIFICATION

Class Code: 60019356
Date Established: 08/2023
Last Reviewed: 09/2024
Last Revised: 09/2024
FLSA: non-exempt
Probation: 12 months

BUSINESS TECHNOLOGIST I

DEFINITION

Under general supervision, installs, maintains, and assists with the administration and implementation of a department's computer equipment and software applications; and 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 one year of full-time experience overseeing the daily performance of computer systems, networks, security systems administration, audio-visual, computer equipment and software acquisition in a department or similar environment; OR an equivalent combination of training and experience.

LICENSE OR CERTIFICATE

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

DISTINGUISHING CHARACTERISTICS

This is the entry level in the Business Technologist class series, providing a range of departmental technical services from the support of hardware and software installation to performing desktop and end user computer support and troubleshooting problems at the department level. This job class provides for progression to the next level in the series upon meeting the requirements of the class and recommendation of the appointing authority and Technology Services. It is distinguished from Business Technologist II in that the latter is the journey level in the class series and has departmental software support, business analysis, project coordination, and development duties.

SUPERVISION EXERCISED

Exercises no direct supervision.

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 Technology Services 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.

Provide advanced technical support to departmental users for computer hardware, audio-visual equipment, software installation, software upgrades, troubleshooting user hardware/software problems, 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.

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.

Design, develop, and generate a variety of department specific reports using a variety of report-generating software and information sources.

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:

Departmental/division policies and procedures.

Organizational structure and functions of Washoe County.

Departmental programs and operations.

Computer and software programs used in the assigned area.

Principles and practices of project management.

Systems development

Terms and acronyms commonly used in the assigned function.

Ability to:

Prepare documentation including application procedures.

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

Knowledge of:

Personal computer operating systems and a variety of software.

Basic computer environments.

TCP/IP networks, protocols, and troubleshooting tools.

Ability to:

Use computer hardware, software, and peripheral equipment.

Install and perform repairs to hardware, software, or peripheral equipment, following design or installation specifications.

Troubleshoot and correct problems uncovered by testing or customer feedback or refer problems to appropriate personnel for correction.

Data analysis.

Plan and organize work to set priorities and deadlines.

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

Provide exceptional customer service.

Read, interpret, and apply regulations, policies, procedures, standards, and instructions.

Communicate effectively, both orally 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 50 lbs.

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