

MANAGEMENT INFORMATION COORDINATOR

Job Code	Pay Grade
19244	150

Nature of Work

This is technical and analytical work requiring the analysis, design, programming, and implementation of information processing systems in conformance to an approved system design standard. Work also involves providing technical support to users of information systems. An employee in this classification will apply research techniques and procedures in the development of interfaces, scripts, and customization of applications. Incumbents will also provide training, assistance, and technical support to users on the Local Area Network and the Wide Area Network. Responsibilities include preparing and submitting analysis and feasibility studies of workflow procedures, and the personnel affected by the specific application and area. Work requires a high degree of coordination with user departments, independent judgment, and initiative.

Minimum Qualification Requirements

- 6 years of experience in automated information systems or systems operations; or
- Associate's Degree and 4 years experience as described above; or
- Bachelor's Degree with major course work in computer science, systems/programming, information technology or a related field and 2 years of experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Develops specifications and criteria for requisition of hardware and software.
- Develops software solutions, produces user documents using various relational databases (Access, Informix, Oracle, & SQL Server), and other software applications/packages which require the ability to interface with communications, network, and the mainframe.
- Provides information system support by installing new versions of software, assigning disk space, monitoring usage, and making backups as required; responds to calls for assistance with software/hardware and provides problem determination.
- Performs system research, design, and programming; prepares feasibility studies, system workflow designs, and procedures; identifies information processing application areas.
- Prepares economic analysis; designs forms and specifications; assists in writing application programs; and assists in designing systems enhancements.
- Provides information and recommendations regarding capability, compatibility, or constraints of software and or hardware usage.
- Provides technical support to users by setting up personal computers, loading systems and telecommunication software, and installing peripherals and related equipment.
- Provides written documentation of programs, interfaces, scripts, and customization to MIS (code).
- Assist in determining the cause of hardware, software, and other communication malfunctions and arranges for necessary repair or service.
- Reports statistical information in understandable and informative ways.
- Performs related work as assigned or required.

MANAGEMENT INFORMATION COORDINATOR (continued)

Job Code	Pay Grade
19244	150

Knowledge, Skills, and Abilities

- Knowledge of systems analysis, feasibility studies, and work flow diagrams.
- Knowledge of design procedures, techniques, and ability to design applications and user programs, documents, and forms.
- Knowledge of the operating characteristics, capabilities, and limitations of micro computers, mainframe, communications, networking, operation and applications software, and systems.
- Knowledge of Microsoft NT Operating System (network & client), and Novell NetWare 4.0 with the ability to administer each as part of the Local and Wide Area Networks.
- Knowledge of various programming languages.
- Knowledge of Microsoft Products and Programs
- Knowledge of relational databases such as Access, Informix, Oracle, and SQL Server.
- Knowledge of research techniques, methods, and procedures.
- Knowledge of software and hardware troubleshooting and maintenance procedures.
- Ability to apply computer applications and software.
- Ability to comprehend complex technical information and communicate this information clearly both orally and in writing.
- Ability to utilize and develop application usages with software such as relational databases, desktop publishing, word processing, and spreadsheets.
- Ability to move to the various locations within and outside of the assigned department.

For official use only

Revised	EEOC Code	Overtime Code
9/14	Technicians	Exempt