

MANAGEMENT INFORMATION SPECIALIST 1-4

CLASS DESCRIPTION

Series Description:

This classification series is designed to describe positions in the Information Services Department that are responsible for performing specialized work relative to the City's automated management information systems. Positions are assigned to perform either: 1) Development or 2) Support activities. Within the "development" area, employees work with customers in defining system requirements and translating those requirements into diverse automated applications. "Support" activities focus on assisting customers (directly or indirectly) through: the development and implementation of telecommunication systems; setting up and/or administering data bases; supporting the utilization of personal computers in office applications; selecting, installing, and troubleshooting hardware/software products and providing necessary training, etc.

This series is structured to provide for career progression from Management Information Specialist 1 to 2 as a function of employee expertise (as gained through experience). Progression to the Management Information Specialist 3 or 4 levels is normally contingent upon the availability of budgeted position vacancies and is accomplished by competition. It should be noted that higher level positions within the series are characterized by increasing independence, judgment, discretion, responsibility, initiative, coordination, planning, conflict resolution and leadership.

General Responsibilities:

Management Information Specialist 1

This is entry-level professional work in the development or support of automated management information systems. This work is characterized by more routine and/or focused assignments where there is limited direct responsibility for the development of automated systems or the independent provision of customer support. This work is normally performed under supervision and/or in a trainee capacity.

Management Information Specialist 2

This is objective level professional work in the development or support of automated management information systems. This work is characterized by the independent application of professional skills in providing standardized developmental or support activities, and/or serving as a contributing member on more diverse team efforts. Work is performed under the general leadership of a senior level professional.

Management Information Specialist 3

This is advanced-level professional work in the development or support of automated management information systems. This level is characterized by responsibility for the development and implementation of automated systems and major system components or the development and implementation of support systems and programs, as assigned. Work may involve some team leader responsibility on specific projects, as assigned and is performed under the general direction of a senior level professional or supervisor.

Management Information Specialist 4

This is professional leadership work in the development or support of complex automated management information systems. This work requires considerable judgment, discretion and expertise in the development or support of highly complex and diverse management information systems. Work is characterized by significant leadership responsibility for subordinate Management Information Specialists engaged in addressing major, multi-faceted developmental efforts or responsible for the development and implementation of a range of customer support programs and services. Employees work under the general direction of a supervisor and operate with considerable independence in meeting established objectives.

Examples of Duties and Responsibilities:

Management Information Specialist 1 - Development

Participate in the development of user applications and/or the enhancement of existing applications, as a member of a development team. Assist in the analysis of customer requirements. Write portions of applications using current development language(s). Prepare, or assist in preparing, system documentation. Assist in testing user applications, hardware and systems software.

Participate in diverse development and support efforts in a training capacity in order to gain both technical competency and familiarity with organizational dynamics.

Perform related work as assigned.

Management Information Specialist 1 - Support

Troubleshoot routine application, hardware and systems software problems and identify potential causes. Recommend corrective actions and follow through with senior management information specialists and/or customers.

Participate in diverse development and support efforts in a training capacity in order to gain both technical competency and familiarity with organizational dynamics.

Perform related work as assigned.

Management Information Specialist 2 - Development

Perform all work of a Management Information Specialist I with a higher degree of independence, discretion, expertise, complexity and implicit responsibility.

Work with customers to define requirements for basic applications (e.g., stand-alone systems with limited users, limited/routine transactions, few data elements, few screens, no/limited interface with other applications, etc). Analyze requirements and translate application design specifications to current development language including inputs, processing and outputs. Establish proper controls for security and test applications. Prepare documentation.

Actively participate on internal teams to improve departmental programs and services.

Insure application designs, systems software and networks are compatible and in alignment with the practices and goals of the department.

Participate in diverse departmental efforts in a training capacity, (e.g., involvement in application development involving networking considerations, database management, etc. in order to facilitate back-up capability).

Present/participate in related customer training.

Perform related work as assigned.

Management Information Specialist 2 - Support

Perform all work of a Management Information Specialist I with a higher degree of independence, discretion, expertise, complexity and implicit responsibility.

Implement and troubleshoot computer applications, hardware and systems software. Correct and prevent future problems. Enhance existing applications.

Evaluate and recommend hardware, network and systems software requirements. Perform routine vendor interface. Actively participate in preparing requests for proposals (RFP's). Perform related testing and troubleshooting

Actively participate on internal teams to improve departmental programs and services.

Present/participate in related customer training.

Perform related work as assigned.

Management Information Specialist 3 - Development

Perform all work of a Management Information Specialist 2, with emphasis on the more technically complex and responsible activities.

Work with customers on the more complex automated applications (e.g., involving some system networking; some diversity of users and user interests; a large number of data elements and procedural considerations; and generally, a large number of variables in design, hardware/software, and potentially conflicting priorities, etc.).

Act as Project Leader on smaller projects and/or components of larger projects. Provide activity schedule; provide technical consultation and training to lower level staff as required.

Contact vendors; evaluate products; prepare RFP's; participate in vendor contract negotiations. Perform all work of a Management Information Specialist 2, with emphasis on the more technically complex and responsible activities.

Exercise judgment in the resolution of conflicts relative to scheduling priorities between customers, varying solution options to applications, etc.

Perform related work as assigned.

Management Information Specialist 3 - Support

Perform all work of a Management Information Specialist 2, with emphasis on the more technically complex and responsible activities.

Implement hardware, networks, and systems software.

Work on more complex aspects of customer support; taking on some responsibilities for analyzing, decision-making, implementing and troubleshooting within the various customer support program(s) (e.g., telecommunications and network support, personal/departmental computer hardware/software and database administration). Assume independent responsibility for a program component and/or assume more pervasive responsibilities under general supervision

Analyze and implement procedures in order to insure the security and integrity of the network.

Exercise judgment in the resolution of conflicts relative to scheduling priorities between customers, varying solution options to applications, etc.

Perform related work as assigned.

Management Information Specialist 4 - Development

Perform all work of a Management Information Specialist 3, with increased emphasis on project leadership for the most complex information services duties, functions and responsibilities.

Work with customers on the most complex automated applications (e.g., involving system networking; highly diverse user interests and objectives; multi-dimensional utilization; and with significant pressures/responsibility for results).

Act as Project Leader on major development projects. Plan, assign, lead and monitor lower level Management Information Specialists. Provide technical training and consultation. Participate in hiring processes, and other human resource utilization issues.

Provide recommendations on departmental policies and procedures, budgeting and planning issues.

Represent the department on sensitive interaction with customers and vendor negotiations.

Act on behalf of the Section supervisor, as assigned.

Perform related work as assigned.

Management Information Specialist 4 - Support

Perform all work of a Management Information Specialist 3, with increased emphasis on project leadership for the most complex information services duties, functions and responsibilities.

Take full responsibility for specified customer support program(s), (e.g., telecommunications and network support, personal/departmental computer hardware/software and database administration).

Provide recommendations on departmental policies and procedures, budgeting and planning issues.

Represent the department on sensitive interaction with customers and vendor negotiations.

Act on behalf of the Section supervisor, as assigned.

Perform related work as assigned.

QUALIFICATIONS

Knowledges, Skills and Abilities:

Management Information Specialist 1 -Development - Working knowledge of desktop and server computer system technology (hardware and software) and its effective application. Some knowledge of computer systems design and 4th generation programming languages such as Progress, Paradox, and Access. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to problem solve, apply logic, and perform process identification and systems thinking. Ability to program in or learn to program in Progress. Ability to maintain adequate attendance.

Management Information Specialist 1 - Support - Working knowledge of personal computer system technology (hardware and software) and its effective application. Ability to troubleshoot and resolve routine hardware and software computer malfunctions. Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to provide advice, consultation, and training to diverse user groups. Physical strength, coordination and acuity inherent in setting up, installing and testing computers as assigned. Ability to maintain adequate attendance.

Management Information Specialist 2 - Development - All of the pertinent above; and some knowledge of management information system networking considerations. Working knowledge of computer system design and 4th generation programming languages such as Progress, Paradox, and Access. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to evaluate software and recommend purchase. Ability to exercise judgment and discretion in completing assigned tasks. Ability to determine customer needs and define the scope of projects. Ability to maintain adequate attendance.

Management Information Specialist 2 -Support - All of the pertinent above; and some knowledge of management information system networking considerations. Working knowledge of a wide range of software and hardware applications. Ability to effectively participate in team efforts to improve departmental programs and services. Ability to evaluate hardware and software and recommend purchase. Ability to exercise judgment and discretion in completing assigned tasks. Ability to maintain adequate attendance.

Management Information Specialist 3 - Development - All of the pertinent above; and thorough knowledge of desktop and server computer system technology (hardware and software) and its effective application. Thorough knowledge of computer system design and 4th generation programming languages such as Progress, Paradox, and Access. Working knowledge of management information system networking considerations. Ability to exercise considerable judgment and discretion in completing assigned tasks. Ability to provide consultation, training and leadership to lower level staff. Ability to maintain adequate attendance.

Management Information Specialist 3 - Support - All of the pertinent above; and thorough knowledge of personal computer system technology (hardware and software) and its effective application. Working knowledge of management information system networking considerations. Ability to exercise considerable judgment and discretion in completing assigned tasks. Ability to provide consultation, training and leadership to lower level staff. Ability to maintain adequate attendance.

Management Information Specialist 4 - Development - All of the pertinent above; and considerable knowledge of desktop and server computer system technology (hardware and software), and its effective application. Considerable knowledge of computer system design and the 4th generation programming languages of Progress, Paradox, and Access. Thorough knowledge of management information system networking considerations. Ability to provide project leadership, and to plan, assign, and evaluate subordinate workers. Ability to represent department interests in sensitive interaction with customers and in vendor negotiations. Ability to maintain adequate attendance.

Management Information Specialist 4 - Support - All of the pertinent above; and considerable knowledge of personal, departmental and mainframe computer system technology (hardware and software), and its effective application. Considerable knowledge of computer system design. Thorough knowledge of management information system networking considerations. Ability to provide project leadership, and to plan, assign, and evaluate subordinate workers. Ability to represent department interests in sensitive interaction with customers and in vendor negotiations. Ability to maintain adequate attendance.

Training and Experience:

Management Information Specialist 1 - Development - One year of directly related paraprofessional experience in the development of computerized information system(s). Such experience would normally be gained after graduation from a two year technical college with an associate degree in computer technology or a closely related field. A four year degree in computer science or other four year degrees which include coursework in computer science and/or other system development areas such as logic, needs assessment, and project management may be substituted for the training and experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and

abilities necessary to perform the duties of this position will also be considered.

Management Information Specialist 1 - Support - One year of directly related paraprofessional experience in the support of computerized information system(s). Such experience would normally be gained after graduation from a two year technical college with an associate degree in computer technology or a closely related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and abilities necessary to perform the duties of this position will also be considered.

Management Information Specialist 2 - Two years of professional experience comparable to that gained as a Management Information Specialist 1 with the City of Madison in the appropriate specialty area. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and abilities necessary to perform the duties of this position will also be considered.

Management Information Specialist 3 - Two years of objective-level professional experience comparable to that gained as a Management Information Specialist 2 with the City of Madison in the appropriate speciality area. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and abilities necessary to perform the duties of this position will also be considered.

Management Information Specialist 4 - Two years of advanced-level professional experience comparable to that gained as a Management Information Specialist 3 with the City of Madison in the appropriate speciality area. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledges, skills and abilities necessary to perform the duties of this position will also be considered.

Department/ Division	Class Title	Comp. Group	Range	Class Code
Information Services	Management Info Specialist 1	18	6	766
Information Services	Management Info Specialist 2	18	8	767
Information Services	Management Info Specialist 3	18	10	768
Information Services	Management Info. Specialist 4	18	12	769

Approved:

Mary Ann Stalcup
Human Resources Director

Date

	New
X	Revised -6/99
	Title Change
	CG/Range Change
10/94	Pers Board Approval

