

**OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL**

INFORMATION SYSTEMS COORDINATOR

Position Code: K4045

DISTINGUISHING FEATURES OF THE CLASS:

Under general direction, formulates/defines systems scope and objectives for an operating Department. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operating time and form of desired results. Liaison with Information Systems to research, develop or modify software programming applications or departmental systems. Assists in the preparation of detailed specifications from which programs will be written as well as the design, coding, testing, debugging, documentation and maintenance of those programs. Applications deal with overall departmental systems, including hardware and software packages. Competent to work on all phases of departmental systems, programming applications analysis and activities. May serve as lead worker by instructing, directing and reviewing the work of departmental personnel; may have quality assurance review and/or new and existing software product evaluation responsibilities for the department.

ILLUSTRATIVE EXAMPLES OF WORK:

Typical duties include, but are not limited to, such functions as:

1. Establishes/maintains extensive contact/working relationships with department officials, Information Systems staff and outside representatives; participates in comprehensive studies/analysis of needs and objectives in the application of data processing; assists in the preparation of a description of the system, develops work plans and cost estimates, and analyzes alternative approaches; as operating department project leader, coordinates work by exercising responsibility for instructing, directing, assigning and reviewing the work of other departmental personnel;
2. Assists Information Systems in conducting technical systems analysis, performs extensive maintenance of computer systems on vendor or custom software; prepares complex custom software; develops and applies advanced cross-checks and auditing procedures; performs testing and debugging on complex programs or systems; may develop or participate in the development of test data and thorough test procedures; analyzes test results; prepares job control language (JCL) for test run, tests program or system, corrects hardware and/or software operational errors;
3. Reviews and rewrites complex departmental programs; consults with Information Systems and advises users and management in planning, scheduling and using specialized technical software systems; assists in integrating such technical software systems with existing data bases;
4. Recommends to departmental management selection of equipment; functions as a high level specialist to departmental personnel in the area of maintenance operations for hardware and software systems; performs complex computer software implementation duties; performs computer systems generation or implementation of vendor supplied software;
5. Assists in applied research projects of hardware usage, software migration or development, network bandwidth, or system component management; participates in studies of data processing problems; reduces problems to written logical procedural steps; recommends the appropriate application of data processing hardware, software and methods to the resolution of the problem;
6. Performs departmental systems analysis and/or programming work in the revision/improvement of an existing system or the development/documentation of a new system; may prepare, define, modify or design complex data processing system definitions, forms, operational flowcharts, computer block diagrams and procedures; develops generalized and detailed systems design; maintains documentation on systems developed, programs, hardware and network configurations; provides documentation for all assigned systems, explains all facets of system setup and operation including narrative, flowcharts, network diagrams, hardware configuration, etc.;

INFORMATION SYSTEMS COORDINATOR (Continued)

7. Performs departmental systems tuning/measurement functions of hardware, systems and the network; reviews new vendor software releases/hardware upgrades; recommends to departmental management the necessity or desirability of utilizing new software releases, hardware upgrades or portions thereof;
8. Performs analysis of hardware, software and communication requirements, selects complex components for implementation of new services or upgrade of existing service; develop detailed plans for hardware and software configurations, network connection, installation schedules and training plans; assists in the installation of required components; directs or provides ongoing support to departmental users;
9. May design, develop or conduct training programs for departmental users; recommends training required for departmental systems;
10. Performs other duties as required or assigned which are reasonable within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience:

Requires knowledge, skill and mental development equivalent to completion of two years of college with coursework in the computer science field and three years of technical systems and programming experience or any equivalent combination of education and experience.

Knowledge, Skills and Abilities:

Requires working knowledge of systems design and implementation, including the manner in which programs are written, compiled and tested, the methods of operating computers, and the manner in which data is transcribed into a form suitable for reading by computer.

Requires working knowledge of the devices for capturing data for computers and the means available for receiving and transmitting data from remote locations to a computer.

Requires working knowledge of the principles and techniques of computer system documentation.

Requires working knowledge of the advantages and limitations of computer communication, and information retrieval systems as management information tools.

Requires working knowledge of the methods, procedures and techniques of conducting feasibility studies for converting to computer applications.

Requires the ability to exercise sound judgement in analyzing, appraising, evaluating and solving problems of a procedural, organizational, administrative and technical nature.

Requires the ability to organize facts and findings, analyze data logically and to present results with clarity and comprehension, orally, in written or graphic form.

Requires willingness to travel and possession of a valid Illinois driver's license as required by individual positions within the class.

Approved by the Secretary of State Merit Commission - March 12, 1996.

Effective - April 1, 1996.

EXAMINATION INFORMATION

Test and Weights: Education and Experience, 100%

Length of Eligibility: 1 year