

HIDALGO COUNTY

SYSTEMS SUPPORT MANAGER

GENERAL DESCRIPTION

This position performs complex information systems managerial work. Work involves providing assistance in the planning, development, maintenance, and monitoring of integrated database systems, and ensuring that the conceptual and design phases of new applications are consistent with the structural parameters within the information environment. Manages and administers the Criminal District Attorney's Office computerized information system including all range computers, NT servers, internet firewall, e-mail server and local and wide area networks; Works under moderate supervision with limited latitude for the use of initiative and independent judgment and under the direction of the Administrator of the Criminal District Attorney's Office.

EXAMPLES OF WORK PERFORMED

Performs data modeling and prototyping, and implements efficiency improvements.

Plans and establishes standards and specifications for network computer systems.

Executes the procedures necessary to save, retrieve, and recover databases from hardware and software failures.

Maintains data standards; prepares and develops database documentation, procedures, and definitions for data dictionaries.

Loads information, reorganizes as necessary, and assists in monitoring database performance.

Creates test database environment for applications section, including the creation of necessary libraries and procedures.

Assists with the installation of database software and with analyzing, designing, implementing and maintaining of databases as well as implementing appropriate security controls and measures.

Manages the Criminal District Attorney's Office information system including hardware; assesses current and future data processing needs for Criminal District Attorney's Office users and modifies existing systems and writes/installs or recommends new programs and hardware to meet user needs.

Provides the management for a computerized recordkeeping system, eliminating many manual records and the need for outside vendor systems.

Confers with users regularly to identify computerization needs and determines how the desired results can be achieved; analyzes existing systems and programs and develops or recommends new systems or modifications to existing systems.

Assures system documentation by directing the writing of detailed descriptions of the system components; supervises the training of user department personnel in the use of PC's, terminals, printers and other peripherals, in addition to the program applications installed.

Recommends and directs software changes and updates to keep department systems up-to date; monitors any software changes; assists departments with regard to program changes and operations.

Assists in designing special forms for user departments; assists in determining if the form meets user needs, determines number of forms, etc.

Develops methodology to expand flexibility of programs or systems to meet changing needs of user departments and to accommodate future expansion without necessitating a major redesign of the systems at a later date.

Works on special projects to assist in establishing goals and deadlines pertaining to the cycle or flow of the Criminal District Attorney's Office information within the department and to the State and Federal government.

Determines the most effective way to design a system or write a program and authorizes scheduling.

Maintains contacts with all department's users, hardware vendors and other systems representatives.

Assists the assets division in ensuring the recordkeeping of all inventories (seized assets & Criminal District Attorney's/ County assets) by designing, developing, and maintaining databases for internal control.

Maintains and oversees all technical aspects as it relates to the Odyssey systems; Provides centralized reporting metrics for all offices supported by the FA; Support of department users (specific to the District Attorney's Office staff only); Setup User Rights and Roles only; Training of all new hires on the Odyssey application.

Maintains and oversees all technical aspects as it relates to the e-filing systems and ensures compliance with state regulations; In additions ensures all users are in compliance with state regulations with respect to e-filing.

Provides technical support to ensure all TCEOLE users are in compliance with state government regulations with respect to training hours.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Seven (7) year experience in government system design and programming work including three (3) years in a supervisory role.

Graduation from an accredited four (4) year college or university with major course work in computer science, management information systems, or a related field.

Education and experience may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of the principles, practices, and techniques of computer programming and systems design; of computer operations, systems, and procedures; of project control and cost estimating techniques; of computer programming languages; of data processing flowcharting techniques; of database structures and theories; of current database technologies; and of data analysis techniques.

Ability to identify and define user task needs, to process information logically, and to conduct short-range and long-range project planning studies.

Ability to develop strategic plans and policy documents that provide solutions to wide variety of difficult problems of diverse scope and that ensure enhanced efficiency for the District Attorney's Office.

Ability to understand issues that relate aspects of and/or parts of a project to the overall circumstances and needs of the organization is also required

Ability to maintain good working relationships with County employees, representatives of outside agencies, and members of the public.

Able to clarify and resolve technical and policy issues that arise during the project.

May be required to work irregular hours, holidays and weekends to respond to emergency situations.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met

by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to sit and use hands to fingers, or feel objects, tools or controls. The employee is required to stand; walk; reach with hands and arms; and stoop, kneel.

The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County's Accident Prevention Plan and the department safety regulations

