

INFORMATION SYSTEMS LIAISON I

This is technical and administrative work involving the maintenance of a database of information (such as student information) and fourth-generation language programming (i.e. Focus) to develop reports and data views for special information requests from the database. Employees interface between the user office and the applications and operating units of the central computing facility to establish procedures for service and provide input into changes and enhancements to applications. Employees may oversee the data control, data entry, and records processing activities of the user office to ensure the appropriate interpretation of data elements. Work requires knowledge of the data base structure and definitions to respond to information requests from the database. Employees perform related work as required.

I. DIFFICULTY OF WORK:

Variety and Scope - Employees define the data report needs of the users in the office and respond to requests for data from outside the office or agency. Duties include the development of fourth-generation programs or other production criteria to develop the data reports requested or the coordination with the computer production staff to schedule production. Work may involve overseeing a staff of office support positions that provide the input of data to ensure that data integrity is maintained. Employees may provide interpretation of the data or reports for the users.

Intricacy - Duties involve coordination with the central computing staff to identify and define user office needs; to evaluate new applications or changing applications from the user perspective; to test new applications or enhancements; and to train users in the use of new or changing applications systems. In addition, employees define individual report needs from the user perspective and define data elements, files, etc. to create what is needed.

Subject Matter Complexity - Employees are responsible for the definition of the data dictionary based on the needs identified and defined by the users for the design of the application. Employees maintain the data dictionary as needs change or enhancements are added to systems. Knowledge of the data base structure is required to identify data elements and definitions of reports required by the users.

Guidelines - Guidelines include general instructions in the use of the applications systems. Employees develop more detailed instructions and guidelines for the day-to-day use of the systems for user office employees.

II. RESPONSIBILITY:

Nature of Instructions - Employees receive initial training in the use of the applications systems and proceed to train the user office staff in the systems. Employees resolve problems in the use of the systems through their own knowledge of the systems or coordination with the central computing staff.

Nature of Review - Work is performed independently following the documentation, guidelines, and instructions associated with the applications. Most review is through the output provided to users who determine that their reporting needs are being met in a timely manner.

Scope of Decisions - Employees determine the definition of the applications systems and the data base dictionary based on knowledge and interaction with users.

Consequence of Decisions - Incorrect definitions could result in the systems design not accommodating the needs of the user department.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Employees have contact with users, applications development staff, and computer operations personnel.

Nature and Purpose - Employees have contact with users to determine their automation needs. Additional contact with other information systems personnel or computer operations is to relay information regarding the user needs and to provide input into systems design.

IV. OTHER WORK DEMANDS:

Work Conditions - Most work is performed in an office setting and requires the use of computer terminals and other computing equipment.

Hazards - Employees are not routinely exposed to workplace hazards.

V. RECRUITMENT STANDARDS:

Knowledges, Skills, and Abilities - Considerable knowledge of the capabilities and limitations of computers and peripheral equipment. Knowledge of the steps and procedures required to process data through a computer system. Knowledge of the nature of procedures and problems in a user department. Ability to coordinate with information systems professionals, computer operations staff, and users to solve technical problems which impede or delay the processing of data. Ability to read and interpret computer messages and instructions. Ability to train, direct, and coordinate the work of others. Ability to establish and maintain effective working relationships.

Minimum Training and Experience Requirements - Graduation from a four-year college or university with a major in business administration, information systems management, or a closely related field and one year of experience in the management of a data system; or an equivalent combination of training and experience.

Degrees must be received from appropriately accredited universities.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.