TITLE:	Information Systems Generalist	**JOB CODE:**	3244
DEPARTMENT:	Sheriff's Office	**FLSA:**	Non-Exempt
PREPARED:	December 31, 2018	**FLSA CLASS:**	Professional
UPDATED:	March 29, 2022	**WORK LOCATION:**	Aztec, NM
		REMOTE WORK ELIGIBLE:	NO

Summary: Under general supervision of the Information Systems Manager, the Information Systems (IS) Generalist performs ongoing, day-to-day maintenance of the Sheriff's Office software, computers, network systems, and servers. The individual is responsible for providing quality and timely implementation of new software, upgrading of security packages, and assistance to users in all related computer and software programs. This position requires a high quality of customer service to the user community with quick response and hands on technical support. The individual maintains and reviews proper security permissions and policies for information systems including network equipment (firewall, switches, etc.), server, and applications. This IS professional will also help to ensure stable operation of information systems and services.

Essential Job Functions: *The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Assist users with problems and needs daily; provide both phone and desktop support.
- Design custom reports for departments as requested using various reporting tools including SQL Server Reporting Services and Excel.
- Create reports and batches from the LERMS software; assist users as needed.
- Help train users on the use of the LERMS software system; set them up on the system and assist them in the use of the system.
- Responsible for the LERMS application security.
- Responsible for designing and maintaining LERMS business rules.
- Provide desktop, general office (printer, point of sale, check scanner, etc.) and Microsoft Office support.
- Document instructions for technical procedures and for user procedures.
- Research and resolve technical issues relating to the various database applications.
- Research and coordinate new releases and patches for the various Sheriff's Office programs and software.
- Maintain the Sheriff's Office web site.
- Must ensure compliance with WCAG 2.0 AA and other guidelines determined by the ADA Web Coordinator when making changes to any webpage.
- Perform regular installations and updates for network hardware and software systems.
- Provide day-to-day server support to improve workflow.
- Manage regular backup, storage, and retrieval functions of critical data.
- Maintain and troubleshoot network printers, network firewalls, network servers, telephone systems, in-car camera systems, and other company networked systems.
- Troubleshoot and resolve network equipment problems and malfunctions.
- Manage administration of user accounts including email, remote access, etc.
- Maintain operation of LAN/WAN technologies.
- Troubleshoot LAN/WAN connectivity issues.
- Monitor IS systems for proper operation and working conditions.
- Identify and resolve technical issues to reduce downtime.

Job Description
Information Systems Generalist

- Assist with planning, implementing, and documentation of IS policies and procedures.
- Assist with planning and implementation of network / infrastructure growth.
- Assist with aligning business strategy with IS strategy.
- Manage Microsoft System Center components.
- Deploy and maintain thin clients.
- Maintain, inventories, repairs, deploys, and troubleshoots Sheriff's Office computers and related equipment.
- Maintain, manage, and support Sheriff's Office databases.
- Utilize County web maps/Open Data platform to export reports for users and customers.
- Utilize County web maps/Open Data to create basic maps for users and customers.
- Perform other related duties as assigned.

Required Knowledge and Skills:

- Ability to conduct research into a wide range of computing issues as required
- Ability to absorb and retain information quickly
- Ability to present ideas in user-friendly language
- Knowledge of database operation and maintenance.
- Knowledge of the principles and practices of customer service.
- Knowledge of County and Sheriff's Office policies and procedures.
- Knowledge of standard government accounting practices.
- Knowledge of web content management systems (Joomla, WordPress, etc.).
- Knowledge of Microsoft System Center.
- Knowledge of Microsoft Hyper-V.
- Knowledge of installing GIS software and connection to GIS databases.
- Skill in assessing and implementing software patches and upgrades.
- Skill in identifying and resolving user questions with the database software.
- Skill in following and effectively communicating verbal and written instructions.
- Skill in working independently or as a team member.
- Skill in communicating effectively, both orally and in writing.
- Skill in implementing policies and procedures.
- Skill in the use of SQL Server Reporting Services.
- Skill in establishing and maintaining effective working relationships with elected officials, Sheriff's Office staff, and the general public.
- Skill in the use of a personal computer, the network and systems software.

Education and Experience

- Bachelor's Degree in computer science or related field with three (3) years of relevant work experience in either application support or computer networking; or equivalent combination of education and work experience sufficient to perform the duties of the position.
- Must pass a fingerprint criminal background check.
- Valid State of New Mexico Driver's license or able to obtain within six (6) months of employment.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office environment; may be subject to repetitive motion such as typing, data entry and vision to monitor; may be subject to extended periods of intense concentration in the review of documents and reports.
- May be subject to bending, reaching, kneeling, and lifting such as installing equipment or retrieving files, records, and reports.
- Occasional need to lift equipment and servers weighing 50 lbs. or more.

Job Description
Information Systems Generalist

- Full time work hours for this position consists of scheduled "on call" rotation as a requirement, including nights, weekends, and overtime.
- Work schedule for this position may include working on religious holidays.
- Utilize, process, and navigate the County's electronic ERP system as necessary and appropriate based on the needs and requirements of this position.

Equipment and Tools Utilized:

- Equipment utilized includes computerized and conventional office equipment.

Approvals:

Employee: _____ **Date:** _____

Supervisor _____ **Date:** _____

Department Head: _____ **Date:** _____