



PARISH OF CADDO
 Department of Human Resources
 505 Travis Street, Suite 840
 Shreveport, LA 71101
 (318) 226-6906
 (318) 429-7627 job line
www.caddo.org

Date Posted:
 Starting Rate:
 Closing Date:

. Equal Opportunity Employer

PERSONNEL CLASS SPECIFICATION

REVISED:
 03/01/2004;01/01/06,01/01/07

JOB TITLE: IS Specialist

DEPARTMENT: Finance

FLSA Status: Non-Exempt

HOURS: 8:00 a.m. – 5.00 p.m.

SALARY RANGE: \$14.86-\$22.36 / hour

LEVEL: 18

Provides technical support and training for end users and performs as Webmaster for multiple Parish of Caddo websites.

DUTIES AND RESPONSIBILITIES

Main duties and responsibilities include the following:

- Provides technical support to end users on a variety of issues. Receives inquiries from users having problems using computer software and hardware or inquiring how to use specific software, such as statistical graphics, data base, printing, word processing, programming languages, electronic mail, and operating systems. Investigates, identifies, and resolves computer software and hardware problems for users.
- Develops training programs and user manuals and installs micro-computer software and peripheral in accordance to specifications.
- Develops and maintains the parish's intranet and internet websites: caddo.org, caddoparks.com and caddopets.com. Performs backups and ensures user accessibility to the sites. Monitors site traffic.
- Administers the Security Briefing/Awareness Program. Analyzes information security systems and applications and recommends and develops security measures to protect information against unauthorized modification or loss.
- Assists with the maintenance of area network systems and installation/repair of hardware.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and or ability required.

- High School Diploma or GED equivalent is required. B.S. Degree in one of the following areas: Information Systems, Data Processing or related field from an accredited college or university is preferred. Four (4) years of experience and education directly related to data processing or information systems may be substituted in lieu of a college degree.
- One (1) year of job-related experience with various software packages, i.e. word processing, E-Mail and spread sheets is required for the GIS function; two (2) years of computer support experience is required for the MIS function.
- Ability to interpret policies and procedures, plan and organize work, and to establish and maintain effective work relationships.
- Ability to effectively communicate verbally, and in writing, with persons at all levels.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee will experience physical requirements similar to those associated with a business office environment.