INFORMATION SYSTEMS TECHNICIAN

NATURE OF WORK

This is technical office and field work involving fleet maintenance quality control and the monitoring and maintenance of a computerized management information system which provides equipment repair, servicing, fuel and replacement cost data for management analysis.

Work involves responsibility for the monitoring and verification of input documents from various sources that relate to operational costs of equipment utilized on a City-wide basis that is repaired, maintained or serviced at the maintenance facility. Work involves considerable contact with shop and user departmental personnel to ensure the proper format and accuracy of input data, conformance to quality assurance standards, and in training departments in the interpretation, significance and application of specialized reports produced by the information system. Work requires the maintenance of system integrity through the analysis of source documents and comparison to prior data to detect errors or trends. An employee in this class identifies and researches data errors and initiates corrective actions as necessary. Work is performed under the general direction of an administrative supervisor; however, considerable judgment and initiative is exercised in day-to-day operations. Work is reviewed through conversation, conferences, and the analysis of reports and evaluation of results achieved.

ILLUSTRATIVE EXAMPLES OF WORK

Coordinates, monitors and verifies equipment repair, servicing and operational data from a variety of sources for input into a comprehensive fleet maintenance management information system.

Performs periodic field checks appropriate to quality assurance procedures to verify accuracy of fleet maintenance management information system input data and adherence to repair specifications and work orders.

Maintains records of operational equipment utilized throughout the City; issues preventive maintenance and servicing schedules to departments; assists department personnel in the interpretation and significance of furnished data.

Oversees the distribution of output data and develops special reports as requested by management and user departments.

Balances output reports to pre-established totals; monitors fuel usage and equipment capacity and mileage data for equipment; maintains fee charges on road call repairs and towing services provided by the department.

Monitors shop repair orders for accuracy, completeness and closeout dates; inputs data to correct errors.
INFORMATION SYSTEMS TECHNICIAN (Continued)

Performs information processing related duties on a CRT and/or PC terminal, including using available statistical packages or programs, encoding data, data entry and retrieval, and routing terminal operation.

Provides technical assistance and may assist with supervision of Fleet Maintenance Information Systems staff.

Assists in developing and implementing operational control procedures to maintain data integrity.

Coordinates the resolution of system problems with Information and Communications Services. Performs related work as assigned.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the administrative and procedural regulations applicable to a fleet maintenance facility.

Considerable knowledge of information processing equipment practices and procedures and data processing technology as related to information processing.

Knowledge of mainframe and personal computers.

Knowledge of fleet maintenance management information systems.

Some knowledge of the techniques and procedures used in record maintenance, recording and in interpreting statistical data.

Some knowledge of automotive equipment and components and related service/maintenance procedures.

Skill in the operation of a CRT and/or PC terminal.

Ability to analyze and interpret data and prepare recommendations.

Ability to train others in information processing skills and in the interpretation of data provided by a comprehensive management information system.

Ability to communicate clearly and concisely, orally and in writing.

Ability to establish and maintain effective working relationships with employees as necessitated by the work.
INFORMATION SYSTEMS TECHNICIAN (Continued)

DESIRABLE TRAINING AND EXPERIENCE

A.S. degree in Computer Science or graduation from a standard high school or vocational school with two years experience in the programming and utilization of spreadsheet, database, and word processing applications.

Some experience in fleet maintenance operations and related quality control procedures.

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