

POSITION OPENING



FRANKLIN COUNTY SHERIFF'S OFFICE I.T. Data Specialist

Oct 17, 2018

GENERAL STATEMENT OF DUTIES:

The Data Specialist is responsible for performing a variety of diversified duties involving the implementation and support of information technology software & data systems. The Data Specialist is responsible for working across multiple programs and platforms and will have the ability to troubleshoot and modify existing systems and processes. The Specialist assesses, recommends and implements automation and integration improvements of existing data collection tools based on internal and external customer requirements. Leverages data for business benefit and provides actionable insight. The Specialist selects the best tools to interrogate the data and, through manipulation and analysis, recognizes the trends and patterns seen in order to deliver insight that answers business questions. The Specialist works with other Information Technology staff to identify software and data needs and to determine appropriate solutions. This includes, but is not limited to providing technical support, reports or analysis to departmental managers and other users; identifying information systems and technology needs; providing guidance to users on the use of computer office applications, information systems, and troubleshooting and resolving Information Technology problems. Leads I.T. projects and provides I.T. support in accordance with established policies and procedures.

SUPERVISION RECEIVED:

The I.T. Specialist works under the direct supervision of the Assistant Deputy Superintendent of Information Technology.

SUPERVISION EXERCISED:

None

EXAMPLE DUTIES AND RESPONSIBILITIES:

Analyze a client's existing systems and create a program suitable for that specific system. In some cases may design a database or software program needed to convert data. Consistently provide reports regarding the progress of a conversion programs to clients. Present reports covering workflow and workflow disruptions, exceptions, costs and analysis results. Once a conversion project is complete, train a client in the use of the database or software system, maintain database and answer any questions users might have regarding the system. Collaborates with appropriate Information Technology staff to support/enhance software information systems and office applications used to automate data/document creation/preparation, and manage/distribute data/information. Communicates effects of any corrective actions, enhancements, and modifications to users. Prepares and maintains written procedures related to the operation and support of information technology. Supports the automation and integration of existing and new data collection tools and strategies. Documents projects, recommendations and procedures. Identifies alternatives and improvements to current systems. Recommends and implements new systems, applications and practices. Is involved in meetings in which new strategies, needs are discussed to position him or herself to anticipate needs / changes to technology or related reports or automation. Provides staff guidance on the use of office applications and information systems. Leads I.T. projects that provide new capabilities and enhance existing systems. Performs any tasks requested or assigned by the Assistant Deputy Superintendent of Business Process & Technology or his/her designee.

REQUIRED QUALIFICATIONS:

Must have a Certificate or Associates degree; Bachelor's Degree preferred, and at least 2-3 years of practical experience as an IT Specialist or similar. You must be comfortable with Access with experience and solid understanding of the principles of database management and business process workflow, design and reporting. Experience with / knowledge of one or more Microsoft Windows Server systems; including Active Directory, Exchange, or SQL Server. Experience with Microsoft Windows P.C. and Server Operating Systems; and Microsoft Office software applications such as Outlook, Excel, Word, PowerPoint, and Access. Must have excellent troubleshooting and problem solving skills. Excellent organizational and time management skills with the ability to work independently and with minimal supervision. Excellent written and verbal communication skills and a collaborative style working with technical and nontechnical partners. High degree of accuracy and attention to detail required. Preferred but not expected experience with Offender Manager System software, CORE EMR (or other Electronic Medical Records Software) and Crystal Reports. Must have an excellent customer service attitude. Valid Massachusetts driver's license. Known and accessible phone number. Must be willing to be on-call for I.T. emergencies.

ADDITIONAL INFORMATION:

SHIFT: 5&2 SCHEDULE, Monday - Friday, (37.50 hrs.) 8:00 am – 5:00 pm FLEX

SALARY RANGE: \$53,361.70 - \$65,268.67

GRADE: 18

FRINGE BENEFITS: Full fringe benefit entitlements in accordance with the Collective Bargaining Agreement and State Personnel Policies.

ANTICIPATED STARTING DATE:

November 2018

TO APPLY:

Submit 1) letter of application, 2) resume and 3) fill out FCSO application that can be downloaded from our website at www.fcsso-ma.us **by 4PM October 30, 2018**, to Kathy Brown, Assistant Deputy Superintendent of Human Resources.

The information contained within this job description is not intended to be an exhaustive list. It is descriptive and not restrictive in nature, therefore, nothing shall preclude the assignment of additional duties, qualifications, entrance requirements, etc., as determined by the administration.

EEO Employer