

USER SERVICES LIAISON

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position which involves responsibility for assisting user agencies in resolving problems with existing computer systems. The incumbent works with users in implementing new production jobs and in filling special requests. Work is performed under the general supervision of a higher level employee. Supervision over others is not normal a function of this class.

TYPICAL WORK ACTIVITIES:

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Receives user problems, referring the user or assigning the problem to the correct area;
2. Coordinates problem solving efforts regarding terminals and data communication lines with vendors and system users;
3. Supplies supervisor with reports of equipment and data communication problems;
4. Assists user departments in implementing new production jobs and special requests;
5. Receives and acts on special requests from the private sector for operational services and assists the user community in the development of Ad Hoc reports using data analyzer;
6. Maintains project logs and program maintenance logs for system and operational problems using a project tracking system;
7. Schedules computer time for job reruns with the supervisor
8. Assists in the execution of new or modified job streams and verifies operational documentation;
9. Monitors and takes appropriate action using the information available from a voice recorder;

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Good knowledge of the current principles, practices, methods, capabilities and techniques of high speed electronic data processing; good knowledge of user needs and problems; good knowledge of the operation of computers and peripheral equipment; ability to establish and maintain effective working relationships with a wide variety of user agencies; ability to communicate effectively both orally and in writing; ability to follow oral and written instructions; physical condition commensurate with the demands of this position.

MINIMUM QUALIFICATIONS:

- EITHER: (A) Associate's Degree in Computer Information Systems (CIS) or a related field;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time work experience which primarily involved work in a help desk environment, assisting users in resolving problems;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

NOTE: A certification from an accredited educational institution in the subject of computer support or Cloud computing may be substituted for up to a maximum of one year of required work experience.

USER SERVICES LIAISON *(cont'd)*

MINIMUM QUALIFICATIONS: *(cont'd)*

NOTE: Your degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

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