

MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: November 2003	CLASS TITLE: Database Application Support Specialist	CODE: 64410
	MAJOR AGENCIES: BCC	PAGE <u>1</u> OF <u>2</u>

CLASS CONCEPT: Under general supervision, administers, monitors and maintains a major Montgomery County computerized information management application and related database support functions. Performs the material and substantial duties of the classification more than 50% of the time.

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	Monitors daily system performance, installs program updates and fixes, coordinates with software vendor and the Montgomery County Data Center regarding hardware and/or software problems, builds and modifies related software rules and tables as required to ensure system functionality, establishes users in systems and assigns appropriate passwords and system security, provides technical assistance to users of system, trains system users in program or equipment use, assists in developing procedures for optimum system utilization, ensures system backup, resolves problems using a test system, maintains database and ensures validity of data, develops and generates reports based on system data, operates peripheral computer equipment, writes and maintains user documentation.	<u>Knowledge of</u> 9a (basic knowledge of relational data base structures), 13a (office practices and procedures), 13b (agency policies and procedures)*, 22 (electronic data processing—computer operation, personal computers), <u>Skill in</u> 29 (equipment operation--PC); <u>Ability to</u> 30d (deal with problems involving few variables within familiar context), 30l (define problems, collect data, establish facts and draw valid conclusions), 30r (deal with many variables & determine specific action (e.g., develop rule tables), 31d (calculate fractions, decimals and percentages), 32j (maintain accurate records), 32n (understand manuals & verbal instructions, technical in nature), 32q (use proper research methods in gathering data), 33e (gather, collate & classify information about data, people or things), 34c (cooperate with co-workers on group projects).
2	Prepare and process paperwork associated with the system, develops and prints reports from the system, assist system users with questions regarding procedures or codes and, maintains data files and records in the system, updates system by uploading/downloading data or transactions from other systems or remote sites, develop and process billing, pricing and invoicing as required by the system, receive and process system related incoming/outgoing invoices and checks using the county's finance system,	<u>Knowledge of</u> 9a , 13a, 13b*, 22 , <u>Skill in</u> 29; <u>Ability to</u> 30d, 30l, 30r, 31d, 32j, 32n, 32q, 33e, 34c. (*Developed after Employment)

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) Completion of associate degree core course work in business, accounting or computer science and one (1) year of experience supporting or maintaining a computerized information management system . Must have and maintain a State of Ohio driver's license with an acceptable driving record. OR alternative, equivalent evidence of the Minimum Class Requirements.	TRAINING & DEVELOPMENT: Must become a State of Ohio Notary Public within probationary period if position requires related forms to be notarized.
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CLASS CONCEPT

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
3	<p>tracks receivables relating to assigned system or systems, issues preventive maintenance notices, drives to various County facilities and responds to inquiries and problems concerning related systems, performs related clerical work, and handles routine customer service issues and complaints related to assigned systems.</p> <p>Works on special assignments and projects as directed, performs routine clerical tasks, orders office supplies, answers phones, maintains files, prepares reports, memos and presentations.</p> <p>(Performs Related Duties as Required)</p>	<u>Knowledge of</u> 13a, 13b*, <u>Skill in</u> 29; <u>Ability to</u> 30d, 30l, 31d, 32j,32q, 34c.

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any)	TRAINING & DEVELOPMENT:
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