INFORMATION TECHNOLOGY SPECIALIST 1

KIND OF WORK

First-level professional information technology work.

DEFINITIONS AND CONSIDERATION FACTORS

Information Technology:
Information technology positions are those positions where the purpose of the job is planning, developing, operating, maintaining and evaluating information systems.

Impact and Complexity:
The effect, combination, and result of work elements.

Some Consideration Factors:

◆Consequence of Errors	◆Management and Control	◆Urgency
◆System Availability	◆Mission Criticality	◆Data Connection/Interconnection
◆Scope	◆Depth	◆System Capacity/Speed
◆Customer Base	◆Protocols/Languages	◆Tasks-Routine/Non-Routine
◆Real Time vs. Non-Real Time (service affecting vs. non-service affecting, on-line vs. off-line)		

NATURE AND PURPOSE

Under general supervision, employees in this classification provide programming, LAN administration, help desk support, network technical support, or work station administration. Focus of job is primarily implementation and platform dependent applications. Employees in the class are expected to have either experience in technical information technology positions or IT coursework.

◆ *Know-How* -- requires familiarity with basic information technology theory and specific knowledge of one or more programming languages; network configuration of hardware, and software; workstation administration; and/or agency computer systems and programs. Must be able to analyze information requirements and think in a logical manner. Must be able to write documents and proposals that are clear and coherent and use proper grammar, spelling, and syntax. Necessary human relations skills include courtesy and ability to work well with colleagues, clients, and team members.

◆ *Problem-Solving* -- employees are assigned **straight-forward tasks for parts of projects.** Project objectives and concepts are well-defined for the employee. The **work is fairly routine** and the employee is expected to apply established procedures, methods, and standards. At this level, the work is primarily implementation rather than design or planning.

◆   *Accountability* -- employees act independently in doing routine work but receive close oversight when work is unfamiliar or they are responsible for part of a larger project. Because they are learning the field as they work, employees are expected to ask questions and seek help. Supervisors will require work to be approved at regular intervals during a project. In situations where there is much repetition of duties, the employee may receive relatively little supervision.

Difference between "1" and technical positions

Information Technology Specialist 1 positions differ from technical positions such as the EDP Operations Technician 3 in the knowledge-level and problem-solving required by the work. In technical work, there are established procedures for addressing a problem or completing a task. First-level professional positions require employees to search among a number of options rather than applying a set procedure. The challenge in professional jobs is to analyze a problem, identify the cause, then decide which solution fits it best; there may be several ways to properly complete a project. While professional, responsibility may be limited by supervisory control, scope of system or degree of technical knowledge required.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Completes assigned projects in accordance with established schedules.
Assists or may actually prepare diagrams and logic flow charts.

Allocation factors/differentiating work behaviors

Critical allocation criteria will include one or more of the work behaviors:

◆   Codes, tests, debugs and documents computer programs.

◆   Sets up users, provides rights, files, access security and passwords; administers and trouble-shoots simpler LANs; sets up individual work stations; trouble-shoots single work stations.

◆   Installs software on work stations and acts as consultant to users.

◆   Database positions concentrate on end-user logical databases (dBase, Paradox, Foxpro, etc.).

◆   Employees are assigned relatively straight-forward parts of projects and are involved in implementation, not system design or planning.

- ◆ Employees are expected to apply established procedures, methods, and standards, and receive close supervision when work is unfamiliar or part of a larger project. In situations where there is much repetition of duties, the employee may receive relatively little supervision.

- ◆ Analytical skill and fault isolation knowledge to refer to proper technical expert.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Basic working knowledge of one or more LAN or workstation operating systems.

Ability to:

Read, interpret and implement established specifications.

Communicate technical information in simple written and oral instructions to non-technical staff/users.

Interpret detail flow charts and diagrams.

Problem-solving skills sufficient to perform fault isolation and initiate corrective action.

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Rev.:   Former Title(s): 003155 Information Systems Specialist 1
                                               002817 Management Information Systems
                                                   Coordinator 1
                                               000780 Programmer