## INFORMATION TECHNOLOGY SPECIALIST 2

KIND OF WORK

Second-level professional work requiring general proficiency in information technology.

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:

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| ◆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 are responsible for standard/routine programming, LAN administration, network operation and support, or work station administration.  With increased discretion over the Information Technology Specialist 1, the focus of these jobs is **primarily implementation** and **platform dependent applications**.

◆   *Know-How* -- requires familiarity with information technology theory.  At this level, employees typically know more than one programming language and have a broader knowledge of different kinds of software and equipment.  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 **parts of projects or entire, fairly straight-forward projects.**  Project objectives and concepts are well-defined for the employee. Employees are expected to apply established procedures, methods, and standards.  At this level, the work is primarily implementation; and fault analysis with multiple technologies and some design work may be added with experience.

◆   *Accountability* -- employees are not closely supervised, except when doing work which is unfamiliar or part of a larger project.  They are expected to make independent decisions on organizing and completing projects and what methods are appropriate to the work.

## Difference between "2" and "1" level positions

In most cases, the "2" level of the Information Technology Specialist series is a natural progression from the "1" level. Employees in this class have learned information technology sufficient to broaden and deepen their experience and knowledge. These employees, unlike those at the "1" level, may be responsible for projects. They typically receive supervision at particular points in a project rather than on a day-to-day basis. Where employees at the "1" level may spend some time on technical level work, those at the "2" level should be assigned virtually all professional-level duties. Incumbents perform more independently, serve as a resource to a larger, more varied clientele and have responsibility for larger or more technical systems. Employees at this level may do some analysis and design work; those at the first-level typically do not.

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.

Restoration of service and equipment.

Analyze and resolve video-conferencing problems.

## Allocation factors/differentiating work behaviors

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

◆ Diagnoses and solves local area and/or wide area network problems using standard trouble-shooting tools and techniques. May work with wide area networks or be responsible for more than one local area network interconnected via a wide area network.

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

◆ Installs server software and operates and maintains network operating systems.

◆ Database responsibilities concentrated on end-user databases (dBase, Paradox, Foxpro, Access, etc.).

◆ Set up users, provides rights, files, access security, and passwords.

◆ Codes program modules both for new systems and for modification of existing systems. Creates procedure and program specifications. Prepares test data for and assists with the testing and debugging of subsystems.

◆      Employees are expected to work independently on projects.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED (in addition to those required for the lower level class)

Knowledge of:

Specific agency functions and processes sufficient to understand and identify management needs, potential resources, conflicts and users.

Computer hardware, software, network operating systems and/or capabilities and limitations sufficient to evaluate user needs and develop specific applications.

Data base and data management concepts.

Fault isolation tools, techniques and equipment.

Ability to:

Read and interpret detailed technical information.

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

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| Est.:   10/96 | T.C.: |
| Rev.: | Former Title(s):   003156 Information Systems Specialist 2 |
| | 002818 Management Information Systems Coordinator 2 |
| | 000781 Programmer Senior |
| | 003007 Facility Information Center Analyst |
| | 003008 Facility Information Center Specialist |