

Iowa Department of Administrative Services – Human Resources Enterprise
Job Classification Description

Information Technology Administrator 1

Definition

Supervises, directs, and coordinates the activities of an information technology staff for a section, unit, or institution in the support of application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, project management, product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security; performs related work as required.

The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

Work Examples

Supervises and evaluates the work of subordinates; recommends personnel actions related to selection, disciplinary procedures, performance, leaves, grievances, work schedules, and assignments; administers personnel policies and procedures.

Plans, coordinates and directs the activities of a subordinate staff engaged in operating a computer system, related peripheral equipment, data entry devices, and in controlling document and record distribution.

Develops long range plans for the unit considering work methods, scheduling of priorities, and capabilities of equipment to produce desired results efficiently and effectively; informs higher level administrator of recurring or projected resource and capacity problems for planning purposes and corrective actions; recommends acquisition of new equipment as required.

Maintains records and prepares reports of production, equipment operation, and downtime; orders and regulates the use of all supplies used in computer operations and in data entry.

Reviews finished products of computer and data entry operations to ensure conformance with established quality and operational standards.

Devises techniques for improving productivity of personnel and equipment resources.

Establishes and enforces standards for controlling workflow and integrity of data through the production processes and for ensuring quality of production work and security of materials, equipment, and files located within the facility.

Competencies Required

Knowledge:

- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- Engineering and Technology – Practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Mathematics – Arithmetic, algebra, geometry, calculus, statistics, and their applications.
- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Administrative – Administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Inductive Reasoning – Combine pieces of information to form general rules or conclusions.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Problem Sensitivity – Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Flexibility of Closure – Identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- Category Flexibility – Generate or use different sets of rules for combining or grouping things in different ways.
- Fluency of Ideas – Come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).

Skills:

- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Monitoring – Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Troubleshooting – Determining causes of operating errors and deciding what to do about it.
- Programming – Writing computer programs for various purposes.
- Time Management – Managing one's own time and the time of others.
- Management of Personnel Resources – Motivating, developing, and directing people as they work, identifying the best people for the job.

Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to four years of full-time work experience which involved project oversight of application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, IT project management, IT product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security.
- 2) All of the following (a, b, and c):
 - a. One year of full-time work experience in application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, IT project management, IT product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security; and

- b. Two years education from an accredited college or university with coursework in any field; and
- c. Four years of full-time work which involved project oversight of application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, IT project management, IT product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security.

3) All of the following (a, b, and c):

- a. Three years of full-time work experience which involved project oversight of application development and database management, business analysis, systems and network administration, technical training and reporting, IT vendor and purchasing management, IT project management, IT product management, system testing and quality assurance, mainframe and platform administration, and/or information technology security; and
- b. Graduation from an accredited four-year college or university with a degree in any field; and
- c. A total of one year of graduate-level education, where twenty-four semester hours of accredited graduate college or university coursework in computer science or management information systems equals one year of full-time experience.

4) Current, continuous experience in the state executive branch that includes eighteen months of full-time work as an Information Technology Specialist 4.

5) Current, continuous experience in the state executive branch that includes nine months of full-time work as an Information Technology Specialist 5.

Effective date: 02/26 SA