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

Information Technology Administrator 2

Definition

Supervises, directs, and coordinates the activities of an information technology staff in the performance 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.

Participates with other information technology administrators or executive branch agency leadership teams in the development of an agency strategic information plan by identifying and researching alternative technologies, evaluating current staff and technical resources, and identifying alternatives for addressing business objectives.

Completes capacity planning required for agency information technology needs and recommends equipment acquisitions to management, forecasts change in level of service requirements, and identifies areas where information system improvements are required to ensure adequate data security, recovery, and audit potential.

Participates with end users and management in the identification and evaluation of information system requirements and develops plans to ensure the completion of these activities.

Coordinates the completion of the information systems budget for an information management organization or for one component of a major information management organization.

Coordinates the acquisition of approved hardware and software including the planning for migration, installation, and staff training.

Develops plans for the completion of major applications; assists senior information systems specialists or information systems administrators in the interpretation of business requirements and evaluation of technical decisions relating to the operating environment.

Ensures the completion of technical training program to ensure adequate skills in use and implementation of relevant technology.

Plans, schedules, and controls the work assignments of a subordinate staff in one or more phases of the agency's information system responsibilities to ensure the completion of these activities in a timely and effective manner.

Ensures compliance with the agency information security plan which ensures the adequate security of information and equipment resources.

Participates in statewide and inter-agency information systems initiatives designed to foster efficient and cooperative information systems functioning on an enterprise-wide level.

Provides technical staff, end users, and agency management information regarding the status of planned projects, ongoing operational responsibilities, and emerging technologies.

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:

- 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.

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

- 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 six years 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, which included two years of management experience.

2) All of the following (a, b, and c):
   a. One year of full-time work experience in information technology; and
   b. Two years education from an accredited college or university with coursework in any field; and
   c. Six years of full-time work 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, which included two years of management experience.

3) All of the following (a, b, and c):
   a. Five years 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, which included two years of management experience; 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 thirty months of full-time work as an Information Technology Specialist 4.

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

6) Current, continuous experience in the state executive branch that includes one year of full-time work as an Information Technology Administrator 1.

Effective date: 02/26 SA