IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

INFORMATION TECHNOLOGY SPECIALIST 1

DEFINITION

In a training capacity, learns applications programming or system design/problem solving work related to personal computer network configurations; performs related work as required.

> **The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.**

WORK EXAMPLES

Attends training in computer application programming, personal computers and computer operations.

Prepares input /output memory layouts and block diagrams.

Makes minor changes in established computer programs.

Evaluates coded programs and determines other combinations of instructions to achieve greater flexibility/machine utilization and more dependable results.

Observes/tests coded programs using actual or sample data; corrects program errors by altering program steps and sequence.

Assists in designing output cards or forms.

COMPETENCIES REQUIRED

Knowledge of data processing theory.

Ability to learn and apply basic computer programming techniques.

Ability to analyze programming problems and develop satisfactory solutions.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to work as a team member in solving problems and improving service delivery.

Ability to provide quality services to a variety of clients and customers.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Experience equal to one year of full-time work: operating a multi-job computer; installing, operating and coordinating computer based networks; installing/maintaining data base management systems; developing business application processes; developing/operating system programs; installing/maintaining personal computers, Local Area Networks and/or servers; managing operating systems; developing/ delivering information management training; providing Information Technology customer service; or designing/administering Internet sites;

<div align="center">OR</div>

completion of an approved curriculum/specialized training program developed and implemented by or in cooperation with state government;

<div align="center">OR</div>

six semester hours of accredited post high school education in one of the specialty areas listed in the first clause above;

<div align="center">OR</div>

certification by an authorized educational institution/major computer or software producer in one of the specialty areas listed in the first clause above.

Effective Date: 04/06   DF