

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

Information Technology Specialist 1

Definition

In a training capacity and under close supervision, learns and supports business applications processes, application development and database management, system and network administration, system testing and quality assurance, and/or mainframe/platform administration; 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

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

Performs routine tasks such as organizing meeting notes and maintaining requirement logs.

Makes minor changes in established computer programs.

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

Supports basic web content updates and compliance with design standards.

Follows established procedures for system access requests and lifecycle management.

Assists with workstation setup, simple network connections, and routine maintenance activities.

Follows established procedures for account creation and password resets.

Assists with organizing product documentation, logging feature requests, and maintaining simple tracking tools.

Assists with simple test execution and data entry for quality assurance reports.

Assists with simple system checks, data entry for logs, and organizing documentation.

Competencies Required

Knowledge:

- Customer Service – Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, and evaluating customer satisfaction.
- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

- Engineering and Technology – The 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.
- Telecommunications – Transmission, broadcasting, switching, control, and operation of telecommunications systems.

Abilities:

- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Written Expression – Communicate information and ideas in writing so others will understand.
- 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.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- 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.

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.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Systems Analysis – Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Service Orientation – Actively looking for ways to help people.

Minimum Qualification Requirements

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

- 1) 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.

- 2) Eighteen semester hours from an accredited college or university 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.
- 3) Certification from an authorized educational institution/major computer or software producer 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.

Effective date: 02/26 SA