

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

Information Technology Specialist 2

Definition

In a journey-level capacity and under close supervision, 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

Answers customer questions and resolves customer service level problems in conformance with established standards; prepares written instructions and presentations and collects information to support problem resolution at higher levels.

Determines symptoms and causes related to process problems in single user or simple information processing systems and resolve.

Tests programs and reviews results to detect/correct errors.

Assists with data entry, simple report generation, and documentation updates.

Supports basic web content updates and compliance with design standards.

Prepares basic process flow diagrams and simple reports.

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

Creates basic reports, templates, and programming code under supervision.

Performs routine database updates and supports data integrity checks.

Assists with installation, configuration, and maintenance of servers and network components.

Provides first-line technical support for application issues and escalates complex problems.

Performs routine system monitoring, applies patches, and troubleshoots basic connectivity issues.

Supports user account management and access control.

Supports senior staff in preparing reports by gathering data and formatting content.

Assists with updating user guides and organizing training resources.

Assists with user acceptance testing and prepares basic product documentation.

Assist in preparing test plans and executing basic test cases under supervision. Documents test results and reports issues to senior staff.

Participates in system validation and user acceptance testing; maintains logs and updates quality assurance documentation as directed.

Applies patches and performs basic configuration tasks; documents system changes and escalates complex issues to senior staff.

Applies basic security patches and antivirus updates to desktops and servers; monitors system logs for anomalies and escalates issues to senior staff.

Competencies Required

Knowledge:

- 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.
- 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.
- Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Mechanical – Machines and tools, including their designs, uses, repair, and maintenance.
- Communications and Media – Media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

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.

- Selective Attention – Concentrate on a task over a period of time without being distracted.

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.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Troubleshooting – Determining causes of operating errors and deciding what to do about it.

Minimum Qualification Requirements

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

- 1) Two 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.
- 2) All of the following (a and b):
 - 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. Either of the following:
 - i. Certification from an authorized educational institution/major computer or software producer in one or more of the specialty areas listed in part a; or
 - ii. Eighteen semester hours from an accredited college or university in one or more of the specialty areas listed in part a.
- 3) A total of two years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.

- 4) Current, continuous experience in the state executive branch that includes six months of full-time work as an Information Technology Specialist 1.

Effective date: 02/26 SA