

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

---

---

## INFORMATION TECHNOLOGY SPECIALIST 2

---

---

### DEFINITION

In a training capacity, learns systems management or Web development; at the experienced level, performs applications programming, basic systems design/problem solving related to personal computer configurations, coordinates system/network operations on a single shift, or is the first point of contact (help desk) for customer service problems; 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

Performs routine support assignments in systems management (availability, change, configuration, problem, project, storage, network and disaster recovery, capacity/skills planning, system performance and systems security).

Installs upgrades and documents single user hardware, software and operating systems; work group network application and simple system software.

Prepares written/oral instructions for the operation of a system component (creating/maintaining critical information backup, developing procedures for distribution of system output, coordinating the availability/allocation of system resources).

Interprets program specifications and develops reports, templates, programming code, spreadsheets, etc.; tests/prepares documentation to support the use of information systems.

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.

Interprets program specifications and develops/modifies structure diagrams, flow charts and pseudo code to depict the logical flow of programs.

Designs/installs personal computer systems, local area networks or servers.

Develops code-using languages/tools outlined in program specifications and documents in programs.

Tests programs and reviews results to detect/correct errors.

Creates routine labels, lists and files in various media types.

### COMPETENCIES REQUIRED

Knowledge of information management, file structures and data representation.

Knowledge of computer programming techniques for one or more platforms.

Knowledge of information system processing equipment.

Knowledge of information system processing operating concepts and tools.

Knowledge of basic information processing and business principles and concepts.

Knowledge of basic system security methods and techniques.



Knowledge of at least one programming language, operating system, or utility program used by the employing agency, as required by the position.

Knowledge of basic methods/tools used for information processing system problem determination and resolution.

Ability to read and write the English language.

Ability to apply methods/tools to solve first level information system problems.

Ability to plan and coordinate the work of support staff who utilize automation equipment.

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.

Ability to detect and see to the correction of problems in assigned areas of responsibility.

Ability to instruct others in the use of information processing equipment and procedures.

Ability to follow oral and written instructions.

Ability to read and interpret technical manuals/publications.

Ability to operate assigned equipment skillfully and in conformance with applicable procedures.

Ability to effectively communicate information and ideas in oral and written form.

Ability to analyze facts and adopt an effective course of action.

Ability to logically analyze programming problems and develop satisfactory solutions.

Ability to write instructions in at least one programming language used by the employing agency.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, and attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

### **EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS**

Experience equal to two years of full-time work: operating a multi-job computer; installing, operating and coordinating computer based networks; installing/maintaining database 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 (IT) customer service; or designing/administering Internet sites;

OR

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

OR

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

OR

certification by an authorized educational institution/major computer or software producer in an area directly related to one of the specialty areas listed in the first clause above may be substituted for one year of the required experience;

OR

an equivalent combination of education and experience substituting thirty semester hours of education for six months of experience;

OR

employees with current continuous experience in the state executive branch that includes experience equal to six months of full-time work as an Information Technology Specialist 1.

Effective Date: 09/13 BR