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

Information Technology Enterprise Expert

Definition

Performs highly specialized consultative information technology work within the Office of the Chief Information Officer that has broad, enterprise-wide impact on state information technology services; 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

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Oversees capacity planning to determine enterprise and agency needs; analyzes state government business needs; assesses industry direction and analyzes new capabilities that may be applied to the business units within the enterprise; evaluates new products, documents characteristics, and makes recommendations for, and takes the lead in, the integration of new or improved techniques.

Designs, coordinates and implements complex installation projects for major, statewide systems that have high risk/high impact on public services, implements new development or major maintenance that have executive sponsorship; integrates and certifies software/hardware for enterprise-wide systems.

Identifies and independently resolves operational problems for major, enterprise-wide systems that have high risk/high impact on public services, coordinates the resolution of inter-agency operational problems from Information Technology Services.

Oversees the development of requests for information and/or requests for proposals, feasibility studies and decision packages for high visibility/impact or multi-agency initiatives; leads the implementation of information technology policies and strategies; defines project charters, conducts cost/benefit analysis, oversees requests for proposals and evaluates responses for major information technology systems.

Analyzes statewide trends and makes recommendations for improvements and efficiencies in system performance; develops and writes enterprise and volume purchase acquisition plans for review and implementation by Information Technology Services.

Develops service level agreements with clients and vendors; develops measurement and monitoring methods and prepares operational and performance reports on major information technology systems and processes.

Creates and supports processing environment (e.g., test, demonstration and production) for enterprise-wide and agency-wide systems.

Competencies Required

Knowledge:

- Computers and Electronics – Circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

- 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.

- Administrative – Administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.

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

- 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.

Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.

- 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.

- 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).

- Originality – Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

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.

- Systems Evaluation – Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

- Troubleshooting – Determining causes of operating errors and deciding what to do about it.

- Programming – Writing computer programs for various purposes.

- Quality Control Analysis – Conducting tests and inspections of products, services, or processes to evaluate quality or performance.

- Operations Analysis – Analyzing needs and product requirements to create a design.

- 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 five years of full-time work in one or more of the following areas: mainframe computing systems programming; computer-based networking (LAN, WAN); database management systems; applications development, maintenance, and testing; server

and workstation operating systems; telecommunications carrier operations; and/or Internet/Intranet development and deployment.

2) All of the following (a and b):
   a. Five years of full-time work experience in one or more of the following areas: mainframe computing systems programming; computer-based networking (LAN, WAN); database management systems; applications development, maintenance, and testing; server and workstation operating systems; telecommunications carrier operations; and/or Internet/Intranet development and deployment; and
   b. One of the following (i or ii):
      i. Twenty-four semester hours of accredited post-high-school course work in one of the specialty areas listed in part a; or
      ii. Certification from an authorized educational institution or a major computer/software producer in an area directly related to one of the specialty areas listed in part a.

3) A total of nine years of education and/or full-time experience in one or more of the following areas: mainframe computing systems programming; computer-based networking (LAN, WAN); database management systems; applications development, maintenance, and testing; server and workstation operating systems; telecommunications carrier operations; and/or Internet/Intranet development and deployment, 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 two years of full-time work as an Information Technology Specialist 5.

Effective date: 08/23 KC