

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
INFORMATION TECHNOLOGY ENTERPRISE
EXPERT

DEFINITION

Performs highly specialized consultative information technology work that has enterprise-wide impact for Information Technology Services; 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

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on appointments, 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 of a broad range of current information technology including: software, server and workstation operating systems, networking, internet/intranet development and deployment, telecommunications, database, and hardware available to be applied to agency needs.

Knowledge of emerging information technology areas as required by the position.

Knowledge of system management processes/systems, as required in designated positions.

Knowledge of data modeling methods and techniques.

Knowledge of programming languages, operating systems, or utility programs used as required by the position.

Knowledge of methods and techniques of systems analysis, design and development, as required in designated positions.

Knowledge of advanced system security methods and techniques.

Knowledge of methods/tools used to troubleshoot information processing system problems and monitor system performance.

Knowledge of administrative aspects relative to planning, budget, accounting, operations management, organization structure, personnel policy and procedures.

Knowledge of accepted principles and standards of research and analysis relative to recommending, coordinating, and implementing information processing systems.

Knowledge of information management, file structures and data representation.

Knowledge of business process analysis methods and techniques used in systems analysis, design and development.

Ability to look beyond immediate problems to implement and integrate successful solutions to meet enterprise requirements.

Ability to creatively evaluate and meet complex enterprise-wide information technology needs.

Ability to integrate multiple system management processes/systems, as required in designated positions.

Ability to effectively plan, organize, monitor and coordinate teams carrying out agency information processing objectives.

Ability to analyze current and emerging technology to evaluate and recommend improved and potential uses enterprise-wide.

Ability to plan work, think conceptually, observe and evaluate trends, analyze data, draw logical conclusions and make sound decisions and recommendations.

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. Makes an effort to follow policy and cooperate 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

Graduation from an accredited college or university 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;

OR

an equivalent combination of education and experience substituting the completion of an approved curriculum/specialized training program developed and implemented by or in cooperation with state government; or twenty-four semester hours of accredited post high school course work in one of the specialty areas listed above; or certification by an authorized educational institution/major computer or software producer in an area directly related to one of the computer specialty areas listed above, for the required education;

OR

an equivalent combination of education and experience substituting one year of the required experience for thirty semester hours of the required education;

OR

employees with current continuous experience in the state executive branch that includes experience equal to two years of full-time work as an Information Technology Specialist 5.

Effective Date: 9/04 BK