

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

INFORMATION TECHNOLOGY SPECIALIST 3

DEFINITION

In a training capacity, learns systems programming, database management or to develop/deliver information management courses; at the experienced level, performs multiple business applications programming, system design/problem solving focusing on personal computer and LAN networks, coordinates system/network operations on multiple shifts, or leads two or more employees in the operation of a help desk; 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

Coordinates the availability/allocation of resources for a major component of an information system; evaluates the impact of workload on resource availability and prepares written/oral instructions; creates/maintains backup of critical information and develops procedures for distribution of system output; coordinates required system outages with customers and provides management/users with reports concerning resource usage.

Handles customer complaints and resolves customer service level problems.

Installs, upgrades, tests and documents information system components (e.g., workstations, terminals, peripheral devices, user applications, utility programs and other software).

Determines the symptoms/causes of process problems involved in information processing systems and resolves using appropriate tools.

Participates in the procurement process for information systems; evaluates automation alternatives, provides hardware/software product samples, prepares detailed product specifications and evaluates vendor proposals.

Interprets program specifications; develops/modifies Warnier diagrams, flow charts, or pseudo code; utilizes CASE tools, to depict the logical flow of programs.

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

Tests programs and reviews results of test data; create labels, lists, and files in various media types, or to execute and test programs.

Develops test databases and files to be used in a testing environment; tests/processes sample data.

Learns/performs limited systems management duties in availability management, capacity planning, system performance, change management, charge back, configuration management, information services disaster recovery, problem management, project management, network management, information systems security, storage management and skills planning.

Develops, under the guidance of a higher level information technology professional, application systems and applies business process analysis; prepares program specifications, data flow diagrams and designs documents, forms, record layouts, etc.

Learns how to develop and administer information management training courses.

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

Attends information technology classes and reviews technical literature/vendor product descriptions.

COMPETENCIES REQUIRED

Knowledge of information processing and business concepts and principles.

Knowledge of a broad range of information technology including: software, operating systems, telecommunications, and hardware available to be applied to agency needs.

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

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 to troubleshoot information processing system problems.

Knowledge of information management, file structures and data representation.

Knowledge of the methods and techniques of systems analysis, design and development.

Knowledge of computer programming methods, techniques, and tools for application development on multiple platforms.

Knowledge of programming languages used by the employing agency.

Knowledge of software as required in designated positions.

Ability to operate current information systems and peripheral equipment necessary to perform current work functions.

Ability to effectively plan, organize, monitor and coordinate teams carrying out defined activities.

Ability to integrate input from a broad range of sources to apply it to agency information processing systems.

Ability to read and interpret technical manuals and publications.

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

Ability to logically analyze systems and/or programming problems and develop satisfactory solutions.

Ability to perform multiple assignments concurrently.

Ability to develop and conduct adult training in information management in a learning capacity.

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, 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

Graduation from an accredited college or university with a Bachelor's Degree and one year of full-time experience 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

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 eighteen semester hours of accredited college or university 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 specialty areas listed above, for the required education;

OR

an equivalent combination of education and experience substituting one year of the required full-time experience for each year (30 semester hours) of the required education;

OR

employees with current continuous experience in the State Executive Branch that includes six months of full-time work as an Information Technology Specialist 2.

Effective Date: 09/13BR