

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

INFORMATION TECHNOLOGY SPECIALIST 5

DEFINITION

In the areas of systems management/programming, network coordination, database management, business applications programming and education, initiates/manages plans for major changes of existing systems or installation of new systems and coordinates the work with other IT functional areas; 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 a supervisor by instructing employees, answering questions, distributing/balancing the workload and checking work; may make occasional suggestions on appointments, promotions, and reassignments.

Analyzes, as a project leader, the most complex and involved agency operations/procedures; studies system components and determines feasibility of adapting to automation; evaluates potential operational/procedural changes and prepares cost/time estimates for completion.

Reviews proposals for automation and develops preliminary plans; presents recommendations to customers and explains/discusses system operation, purpose, implementation and maintenance.

Directs/coordinates system development, implementation, training and maintenance activities; monitors development projects and reports on activity schedules, progress and performance; evaluates completed systems for documentation and performance.

Evaluates alternative methods of program development and makes recommendations on platforms and programming tools to be used; performs/directs the development of complex programming code.

Develops and conducts training for products and software for an individual or groups.

Analyzes system management processes (availability, change, configuration, problem, project, network and storage management, capacity planning, system performance, data modeling, charge back, service information, disaster recovery and systems security) and evaluates alternatives and potential changes.

Coordinates required system outages with customers and establishes/monitors service level agreements and system performance/availability goals.

Oversees/participates in the systems planning and procurement process; evaluates alternatives and provides hardware/software product samples; consults with customers and prepares specifications and proposals; evaluates proposals, makes recommendations and coordinates the procurement of the required hardware, software or service.

Administers multiple system management processes including the availability/allocation of system storage space, system resources (e.g., network, data, programs, and objects) and system access.

Directs/participates in the installation/upgrade of information system components (hardware/software) and develops installation plans (configuring, tuning, placing, testing and training users).

Develops training programs/plans for customers and technical staff.

Directs/participating in the performance tuning of hardware configurations, systems/application software and operational procedures.

Oversees/coordinates professional consulting activities.

Oversees/performs design and customization; interprets program specifications and develops reports, templates, programming code and spreadsheets; prepares documentation to support the use of information systems in achieving the agency mission.

Develops/documents standards, policies and procedures (e.g., customer service problem resolution, administrative functions and other system management processes) for mainframe and PC based applications.

COMPETENCIES REQUIRED

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

Knowledge of basic 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 by the employing agency, 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 curriculum development, as required in designated positions.

Knowledge of information management, file structures and data representation.

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

Knowledge of regulatory requirements and compliance under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) law.

Ability to create HIPAA privacy and security programs and to draft HIPAA compliant forms to ensure HIPAA compliance within an organization.

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

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 apply the knowledge of information technology to formulate and conduct assigned training courses for both information processing staff and customers.

Ability to apply methods/tools to solve complex information system problems.

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

Ability to read and interpret technical written information/instructions.

Ability to prepare and present effective written or oral information for both technical and non-technical agency staff at all levels.

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

Ability to define and implement information service standards and practices including customer service, database, system development, service levels, security, etc.

Ability to use advanced computer programming methods, techniques, and tools for application development on multiple platforms.

Ability to develop programs of the highest level of complexity.

Ability to coordinate and direct activities of others on the work project.

Ability to interact effectively with individuals at all levels of responsibility.

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

Ability to understand customer operations, policies and procedures.

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

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

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

Follows policy and cooperates with supervisors.

Fosters and facilitates cooperation, pride, trust, and 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 four-year college or university and experience equal to three 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

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 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 six months of full-time work as an Information Technology Specialist 4.

Effective Date: 10/13 CH