

Specification for Class of

INFORMATON TECHNOLOGY SYSTEM SPECIALIST 3

**Abolished Effective June 1, 2005**

Definition: Independently performs system design, acquisition, installation, maintenance, troubleshooting, problem resolution, and/or consulting tasks for a division, large work group, or single business function.

Distinguishing Characteristics: This is the journey professional level where incumbents are independently responsible for projects, problem identification, and problem resolution within their area of responsibility. Assignments and projects handled at this level are characterized as moderate in size and risk, typically impacting a single work group or single business function. Independent handling of projects/assignments at this level calls for substantive technical skill and substantive knowledge of policies, standards, the environment and the client's business. Work methods employed and decisions independently reached are a combination of pre-defined directions and innovative approaches. Complex problems are resolved through consulting with a higher level. May serve as a leader and technical mentor of lower level staff.

Incumbents typically perform the level of work described below a majority of the time. The journey level work described below is not intended to be all inclusive but representative of the level of duties/responsibilities carried out by this job class:

Conducts needs assessment and analyzes business needs for a client office or division; analyzes new capabilities that may be applied to an office, division, or unit; evaluates new products; translates client needs into the supportable/deliverable, advocates for clients, and serves as liaison between clients and information technology units;

Designs/re-designs a system serving an office, division, or unit; this may include system modeling, system mapping and system connectivity; re-configures existing system; builds systems within existing standards; integrates and certifies software/hardware for an office, division, or unit;

Creates an installation plan; independently installs and configures hardware/software with moderate decision making for systems that impact a division, large work group or single business functions; customizes off-the-shelf applications; may coordinate with a vendor responsible for installing

hardware/software; reviews vendor documentation for a division; oversees cabling done by vendors; creates and supports processing environments (e.g. test, demo, production) for a division; orients users; manages license counts;

Serves as system administrator who identifies moderate operational problems that impact one division or large work group or single business function; interacts with vendors to resolve straightforward problems; works with vendors to identify and implement code changes; monitors service level agreements;

Uses advanced diagnostic tools ((such as: communication protocol test equipment (ATM, IP, ISDN, SNA, Packet Analyzers) and analog/digital transmission test equipment (O-scopes, Multi-functional test units crc, frame slip, loop test, loss/gain, etc.) for transmission systems or Omegamon, Resolve, OPS/MVS, System traces, System dumps, etc. for mainframes)) to identify problems, analyzes information and takes steps to resolve problems;

Assesses growth and integrates acquisition needs with business plan for customer's office, division, or unit; specifies requirements that correlate with customer's needs; works with established vendor to acquire hardware/software;

Drafts security policies and standards; tests security standards and system changes; analyzes and designs security access; establishes and implements security environments and risk-based access profiles such as firewalls; installs security systems; analyzes security reports, billings, etc. to detect violations or intrusions; conducts security awareness training;

Assesses training needs; determines training approach and develops course materials, presents training to user groups and Help Desk staff; consults on desktop productivity tools/software;

Consults on and resolves problems that cannot be solved by lower level Help Desk staff;

Conducts trend analysis for a moderate size system; sets up monitoring tools; review systems logs and messages; investigates performance problems; uses pre-determined methods and/or moderate decision making to resolve problems that may be a risk to service; conducts customer service surveys; makes recommendations for system enhancements.

#### Minimum Qualifications

A Bachelor's degree including 9 semester or 15 quarter hours of computer science courses and two years of experience analyzing, installing and/or maintaining computer software applications, hardware, or telecommunications or network infra-structure equipment or providing customer or technical support in information technology.

OR

An Associate's degree or completion of an accredited vocational training program in an information technology or related program and three years of experience analyzing, installing, and/or maintaining computer software applications, hardware, or telecommunications or network infra-structure equipment or providing customer or technical support in information technology.

OR

One year as an Information Technology Systems Specialist 2 or equivalent.

Experience analyzing, designing, installing and/or maintaining computer software applications, hardware, telecommunications, or network infra-structure equipment or providing customer or technical support in information technology will substitute for education on the basis of one year of experience for two years of education.

A Master's degree will substitute for one year of the required experience except for the specified Information Technology Systems Specialist 2 requirement.

New class: effective 7-1-99; replaces CTS 1 03630; CIC 2 03700; Network Analyst 2 08990; Telecomm Analyst 09050