

HIGHER EDUCATION PERSONNEL

Specification for Class

Class Code: 2408

INFORMATION TECHNOLOGY SYSTEMS SPECIALIST IV

Abolished Effective June 1, 2005

BASIC FUNCTION

Perform senior-level information technology systems specialist work such as designing, acquiring, installing, maintaining, troubleshooting, resolving problems, or providing consultation for complex administrative, instructional, or research computing systems, telecommunication systems, network infrastructure, projects, or operational problems.

DISTINGUISHING CHARACTERISTICS

Under administrative direction, independently evaluate and resolve complex computing system, application, telecommunication, project, or operational needs in an assigned area of responsibility. As a senior-level specialist apply advanced technical knowledge to perform complex tasks such as serving as a team or project leader; planning and directing complex projects; supervising lower-level staff; conducting capacity planning and making recommendations; designing multiple-server systems; designing specialized interfaces; designing and providing instructional technology support; managing multi-server systems; developing and implementing quality assurance testing and performance monitoring; acting as a liaison on the development of client/server applications; representing institution-wide computing and/or telecommunication standards and philosophy at meetings; or developing security policies and standards. The majority of tasks performed have division-wide or multiple-functional area impact, may integrate new technology, and/or change how the mission is accomplished.

TYPICAL WORK

Conduct capacity planning to determine the needs of an assigned area; assess industry direction and analyze new capabilities that may be applied; evaluate new products, document characteristics, and make recommendations;

Coordinate user/client requirements for computing services; design multiple server systems; design specialized interfaces, file transfers, data gathering and integrator systems, control apparatus, or telecommunication equipment;

Design/re-design systems which may include such tasks as system modeling, system mapping and planning system connectivity; re-configures existing system; builds systems to meet required standards; integrates and certifies software/hardware;

Plan, consult, coordinate and direct the installation of complex division or multi-functional systems, hardware, software, or client/server applications; resolve complex installation problems including coordinating with an installation vendor; review vendor documentation; create and support processing environments (test, demo, production);

Manage multi-server systems; identify and resolve multi-server problems, transmission problems, etc.; work with vendors to solve complex problems such as unsuccessful connectivity for a WAN circuit; use advanced diagnostic tools to analyze work of others and personally resolve complex problems; lead problem solving teams;

Act as liaison on the development of client/server applications and modifications to existing applications; represent institution-wide computing standards and philosophy at meetings, and report information back to unit administrators;

Develop and implement quality assurance testing and performance monitoring; conduct traffic studies, analyze information and trends, make recommendations and take action to improve system performance and efficiency;

Integrate and certify hardware/software for institutional standards;

Assess and develop training materials and conduct advanced instruction on the use of information technologies;

Design disaster recovery approaches; develop back-up plans; arrange for disaster recovery environment for a region, geographical grouping of offices/facilities, or multiple units with multiple functions;

Develop security policies and standards; test and install security system security; analyze and design security access; establish and implement security environments and risk-based access profiles such as firewalls; analyze security reports, billings, etc. to detect violations or intrusions; conduct security awareness training;

Coordinate projects with organizational acquisition plans, specify requirements, work with established vendors to acquire hardware/software, write requests for proposals and evaluate response for items such as upgrading of a regional phone system;

May supervise lower-level staff;

Perform the duties of Information Technology Systems Specialist III;

Perform related duties as required.

MINIMUM QUALIFICATIONS

4 years of information technology experience such as consulting, analyzing, designing, installing and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment; directing projects; providing customer or technical support in information technology; or administering or supervising staff in information technology analysis, system maintenance, or troubleshooting/problem resolution

OR

one year of experience as an Information Technology Systems Specialist III

OR

equivalent education experience.

New Class: 1/1/2002