

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV11062
Job Class Code:	420	Salary Schedule:	AIT
EEO Category:	03	Grade:	C2
Workers Comp Code:	8810		

Job Code Established:	08/01/00	Effective Date:	08/01/00
Job Code Revised:		Effective Date:	

JOB CODE SERIES: Information Technology Series

JOB CODE TITLE: INFORMATION TECHNOLOGY SPECIALIST 2

HRIS TITLE: INFO TECHNGY SPCT 2

CHARACTERISTICS OF THE CLASS: Under general supervision, employees in this classification provide supervisory/lead/senior level computer operations services, personal computer (PC) installation/implementation, help desk support, desktop administration, workstation administration, network administration, network operation and support, information technology (IT) training, quality assurance, technical writing, security maintenance, basic programming and system testing. Some positions may be supervisory. Employees are assigned parts of projects or entire projects of moderate complexity. Project objectives and concepts are well defined for the employee. The work is fairly routine, and the employee is expected to apply established procedures, methods, and standards. Employees act independently in doing routine work but may receive close oversight when work is unfamiliar or they are responsible for part of a larger project. Work is typically approved at regular intervals during a project by the supervisor. At this level, the work focus is primarily implementation and working with platform-dependent applications rather than design or planning.

EXAMPLES OF DUTIES: (Positions may be responsible for some or all of the duties listed below as well as additional related duties.) Executes and monitors production jobs; reviews, analyzes and resolves production problems; analyzes (troubleshoots) problems and recommends/implements solutions; provides assistance to customers and personnel in the areas of computer and network problem resolution; sets up individual workstations; installs software on workstations and acts as consultant to users; troubleshoots single workstations; installs and troubleshoots server software and operates and maintains network operating systems; works with wide area networks or may be responsible for more than one local area network interconnected via a wide area network; diagnoses and solves local area and/or wide area network problems using standard troubleshooting tools and techniques; sets up users, provides rights, files, access security and passwords; administers and troubleshoots simple networks; creates/designs user responsibility groups and access rights to agency systems (possibly multi-platform); provides PC support to end users through the delivery of technical and related course/lecture material to audiences at various levels; participates in the design, development and implementation of training documentation and course/lecture materials; codes tests, debugs and documents computer programs; writes and maintains technical documentation, user manuals, system documentation and reports; analyzes test output for program changes; makes recommendations based on analysis of system problems; and prepares documentation to support analysis, design and planning of projects. For designated supervisory positions only: supervises assigned subordinate staff; tracks and measures employee work; ensures successful completion of team projects; provides technical assistance and guidance; facilitates staff in the development of new skills and knowledge in business and current technology; ensures staff members are assigned projects equivalent to their position description; performs evaluation-related activities; and administers positive discipline as necessary, etc.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: IT theory appropriate operational architecture (e.g., TSO, MVS, OS/390, CICS, and JCL); PC setup, operation and connection to network; end-user computer software (e.g., MS Office); workstation and/or network operating system(s); software development fundamentals; hardware/software testing methodology and business functionality knowledge; principles and techniques of applications programming and systems analysis; high-level programming language(s); systems security maintenance for one or more platforms; teaching and training skills; supervisory skills.

Skill/Ability to: Execute and monitor production jobs; review, analyze and resolve operator-controlled production problems; read, interpret and implement established specifications; set up and configure a PC/user and connect to a network; troubleshoot stand-alone and/or networked IT equipment; apply problem-solving skills sufficient to perform fault isolation and initiate corrective action; perform applications programming procedures and practices; analyze data/information and formulate logical conclusions; work independently and/or collectively and adapt to changing environments and new technologies with colleagues, clients, and team members; write documents and proposals that are clear and coherent and use proper grammar, spelling, and syntax; communicate technical information in simple written and oral instructions to nontechnical staff/users; implement assigned tasks/projects in accordance with established schedules; train staff; supervise staff.

SPECIAL SELECTION FACTORS: May require possession of and ability to maintain a current, valid Arizona drivers license appropriate to the assignment. May require ability to pass a post-offer physical exam.