

CLASSIFICATION SPECIFICATION

FLSA:	VARIABLE	Job Code:	ACV11063
Job Class Code:	420	Salary Schedule:	AIT
EEO Category:	02	Grade:	C3
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 3

HRIS TITLE: INFO TECHNGY SPCT 3

CHARACTERISTICS OF THE CLASS: Under general supervision, employees in this classification provide supervision of a data processing operations/production unit; perform standard and/or routine application programming, business systems analysis, testing of complex systems/processes, technical writing, Information Technology (IT) training, network administration, network operation and support, workstation administration, quality assurance, and configuration management. Some positions may be supervisory. With increased discretion beyond that of the Information Technology Specialist 2, at this level, employees typically are responsible for knowing more than one programming language, undertake analysis, design and planning, and have a broader knowledge of different kinds of software, hardware, and equipment, workstation administration, agency computer systems and programs. Employees at this level have the capability to define what needs to be done rather than completing projects outlined for them.

Employees are assigned significant parts of a large project or lead entire fairly straightforward projects. Employees may be responsible for all facets of complex projects. Project objectives and concepts are defined for the employee. Work requires technical analysis and design capabilities. Problem solving may require solutions that span several platforms using several languages in the client server, multitier or multiserver environment. Work milestones, rather than individual tasks, are typically reviewed by the supervisor. Employees are expected to make independent decisions on organizing and completing projects and the methods appropriate to the work. At this level the work focus shifts to more analysis, design and planning.

EXAMPLES OF DUTIES: (Positions may be responsible for some or all of the duties listed below as well as additional related duties.)

Works independently on projects; assesses and tunes system performance; troubleshoots problems (delayed response, amends/aborts, crashes) to determine whether problem is hardware or software related, and identifies and resolves; analyzes (troubleshoots) problems and recommends/implements solutions; prepares documentation to support analysis, design and planning of projects; conducts high-level fault analysis, which may include performance and capacity management; and maintains and troubleshoots networks (LAN/WAN) and desktop hardware and software; evaluates, installs, modifies, maintains and upgrades system software (e.g., network operating system, computer operating systems, database management and/or telecommunication/network control).

Network systems software examples include UNIX, MVS, OS/390, CICS, Novell NetWare, Windows NT and AS400; and creates/designs user responsibility groups and access rights to agency systems.

Database systems maintenance: May participate in logical/physical database design, development, maintenance and modification (e.g., Oracle, Sybase Informix, and DB2); full life-cycle software development which includes requirements, analysis, design, coding, systems testing, documentation and implementation. This may also include the development of software life-cycle standards and the infrastructure needed to support life-cycle development; and utilizes relational databases (DB2, DATACOM, ORACLE, etc) across all platforms.

Performs life-cycle tasks regarding software development, network operations, quality assurance, or other IT disciplines; performs full-system life-cycle tasks including analysis, design, coding, testing,

documentation, and implementation for both new systems and for modification of existing systems (This may be for entire projects); writes and maintains technical documentation, user manuals, system documentation and reports; uses knowledge of business area to analyze and specify business application; uses knowledge of both the business area and applications to analyze impact of user requirements on programs; develops and executes system tests; examines the status and operation of existing systems and recommends or performs corrective measures; performs detailed analysis of implementation of existing and new systems; completes or participates in preparation of cost estimates and benefit analyses; participates in technical design on large systems; uses knowledge of business functions and goals independently in design or administration of a system; uses knowledge of business area to analyze and specify business application; and continuously reviews how business functions interact.

Provides PC support to end users through the delivery of technical and related course/lecture material to differing levels of audience; participates in the design, development and implementation of training documentation and course/lecture materials; coordinates work efforts so that standard methods and procedures are employed and time and cost commitments are achieved.

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; computer, communications protocol and peripheral equipment capabilities; the limits and uses of programming for particular machine applications; computer hardware, software, network operating systems and/or capabilities, limitations and variances sufficient to evaluate user needs and develop specific applications; information systems analysis and design techniques; testing methodology and business functionality; one or more applicable programming languages; hierarchical and relational database concepts; software engineering concepts (system development life-cycle); specific applicable IT discipline; the organization's mission, goals, policies, and processes; security administration and planning; principles/methodologies of IT teaching and training; negotiation and problem resolution skills; supervisory skills.

Skill/Ability to: supervise a data processing operations/production unit operation; review, analyze and resolve production/scheduling problems; read, interpret and implement established specifications; apply problem-solving skills sufficient to perform fault isolation and initiate corrective action; read and interpret detailed technical and business information; analyze business needs of the agency and apply the findings to make decisions on structure of systems and types of technology and implement appropriate solutions; understand, evaluate, assess and implement complex data processing systems, software and equipment sufficient to make recommendations for purchase and implementation; estimate, implement and complete assigned tasks/projects in accordance with established schedules; project future IT needs, analyze/develop alternatives, and recommend action sufficient to provide technical assistance to management in the long-range planning process; assess operations (equipment, staff, training, etc.) needs sufficient to establish priorities and develop budget recommendations; work independently and/or collectively and adapt to changing environments and new technologies with colleagues, clients, and team members; write effective documents, proposals and supporting documentation that provide clear objectives which are coherent, and use proper grammar, spelling, and syntax; communicate technical information in simple written and oral instructions to technical and non-technical staff/users; present proposed/recommended objectives to management; conduct one-on-one and group IT training; direct the work of other employees in the analysis of major and/or complex systems; supervise subordinate staff.

SPECIAL SELECTION FACTORS: May require possession of and ability to maintain a current, valid Arizona drivers license appropriate to the assignment.

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May require ability to pass a post-offer physical exam.