

CLASSIFICATION SPECIFICATION

FLSA:	EXP	Job Code:	ACV11065
Job Class Code:	420	Salary Schedule:	AIT
EEO Category:	01	Grade:	C5
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 5

HRIS TITLE: INFO TECHNGY SPCT 5

CHARACTERISTICS OF THE CLASS: Under executive direction, employees at this level are expert in a specific technology area and are sought out by seasoned practitioners for advice and standards. Individuals at this level are distinguished by an increased breadth of knowledge of the business and technology of the agency as well as best practices within the Information Technology (IT) industry as a whole. Work is specialized at this level and must be categorized into one of the following areas:

Senior IT Management – High-level management official with broad responsibilities in an IT organization. This may include duties and responsibilities of the Chief Information Officer (CIO) and direct reports based on organizational size and complexity.

Specialized IT Technologist – Highly technically skilled IT professional with specialized knowledge and experience on major systems and/or statewide IT oversight/planning and/or networked software products or architectures. Provides support for large and complex IT environments that are dependent on specialized software products where skills and knowledge are in high demand.

System Architect – Provides technological strategies to improve IT infrastructure and solve business needs. Provides guidance on large complex projects regarding data, system, and environmental factors. Provides executive management with strategic technology recommendations.

Data Systems – Technical expert in database management systems administration. Performs logical/physical database design, development, maintenance and modification (e.g., DB2, DATACOM, Oracle, Sybase and Informix).

Network - Highly technically skilled IT professional with specialized knowledge and experience on major network architecture, design, implementation, administration and performance management. Provides support for large and complex IT environments where skills and knowledge are in high demand.

Work requires a thorough knowledge of the business of the agency. At this level it is important to be seen as the technical authority in one area. Employees at this level must have a profound understanding and broad view of how to integrate multiple systems and their effect on an agency's mission and/or on the statewide information technology program. They must be able to maximize the effectiveness of new technology as appropriate, and are responsible for the largest systems with the highest degree of impact and complexity. Errors can result in spending significant sums of money on inadequate technological solutions or large cost overruns, which can prevent an agency from meeting its mission. Incorrect planning or decisions may result in major delays, added costs and degradation of system performance. Employees at this level have the authority and responsibility to ensure agency mission objectives are attained through maximized cost effectiveness. The focus of work at this level is on researching new

technologies and making recommendations on the best technology fit for agency or statewide use.

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

Formulates and establishes goals and objectives for the operation of the division and agency automation practices. Formulates strategies to improve the overall efficiency of the department. Develops policies for the division and the agency regarding automation strategies. Evaluates legislation affecting the division and the services that it provides to the State. Directs the work of department managers/senior management. Remains cognizant of outside influences, particularly State and Federal legislation, which may require modification of existing and planned systems. Manages statewide and/or agency large, complex projects. Coordinates policies and standards development for large, complex systems. Functions as department/administration manager responsible for a team of project managers. Coaches and develops staff so that project work is completed successfully and staff understand and perform individual functions for projects, and at times, perform program development to achieve project schedules by instructing on procedures or goals, assessing training or development needs and demonstrating effective performance. Develops, monitors, and manages departmental/division budget(s). Manages departmental/division capital assets and human resources. Directs the analysis of administration problems and participates in the development of interdepartmental and intradepartmental systems. Serves as a technical advisor and mentor to less experienced Information Technology Specialists to expand their knowledge of, and responsibility for, maintaining operating systems, large telecommunication networks, databases and transaction processing systems.

Investigates new technologies and makes recommendations on the best technology fit for agency or statewide use. Oversees multiple projects of varying size and scope. Maintains and improves systems management, to achieve performance optimization, preventive maintenance and problem isolation/ resolution by planning and analysis, design, development and enhancement. Leads project management in solving business problems to clearly identify projects and staff, completes work in a timely manner, identifies necessary adjustments, makes changes, and achieves successful outcomes by planning, monitoring and scheduling cost, time and staffing estimates to complete feasibility studies, and provides information to business clients and management. Writes and evaluates RFPs. Administers departmental project schedules and cost controls. Performs ongoing review of operational systems to ensure that objectives continue to be met and to improve operational effectiveness.

Evaluates business systems so that project definitions address issues on multiple levels including technical application, business process, legislative requirements, agency structure and goals, costs, and security, by using rapid application development and structured analysis techniques. Identifies and evaluates system, subsystem, and program and network requirements, so that system development meets user and project needs, by analyzing information requirements, determining availability of existing hardware and software or need for new hardware and software, and hardware/software purchasing. Develops, establishes and monitors change, recovery and fallback processes. Plans, sets design direction, designs major systems, develops architecture and sets technical standards. Leads a team in the implementation and design of major development projects; designs applications (or approves design); establishes budgets; oversees work of project team. Administers complex relational databases on one or more platforms. Recommends system controls and security measures. Develops access security and disaster recovery plans. Manages and/or supervises staff through subordinate managers/supervisors.

For designated supervisory positions only: supervises assigned subordinate staffs; 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; perform evaluation-related activities; and administers positive discipline as necessary, etc.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: agency/State budget and fiscal policies and procedures; Agency/State procurement rules and regulations; agency/State human resource rules and policies; theory and practice of management as applied to government agencies; agency's and departments' policies, procedures, programs and business goals; business and technology of the agency as well as best practices within the IT industry; all facets of and inherent problems involved in the installation, deployment, and/or support of specialized software and/or network architecture products or environments; project management principles and practices sufficient to determine program direction, plan work and set goals, monitor and evaluate accomplishments. Hardware and software components and capabilities of information systems architecture sufficient to design complex systems and subsystems that meet specifications, standards and assure a stable and reliable computing environment. Systems concepts, topologies and protocols, standards and management tools sufficient to perform systems management, performance optimization, preventive maintenance and problem isolation/resolution to ensure a stable and reliable computing environment.

Skill/Ability to: Provide management oversight and direction to subordinate IT personnel in the operation of an agency Data Center environment. Interact both technically with staff and vendor representatives and functionally with users through verbal and written communications sufficient to present clear and concise reports, to interview and to coach. Negotiate complex solutions to technical problems while ensuring the solutions meet the defined business needs in a cost-effective manner. Conceptualize network configuration and technologies to meet new and evolving customer service requirements. Conceptualize systems and detail system flows at the data element level sufficient to integrate all parts of the system. Analyze computer hardware or software malfunctions that have significant financial impact, and implement solutions under extremely tight time constraints. Explain system software internals and how hardware/software interact within and between computing facilities. Apply techniques such as prototyping, rapid application development, object-oriented programming, and case tools sufficient to complete requirements and develop application programs. Demonstrate prior success in the management of information systems projects. Demonstrate prior success in the installation, deployment, and/or support of specialized software and/or network architecture products or environments.

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.