



INFORMATION CENTER SPECIALIST

SCOPE OF WORK:

Work involves activities associated with development, operation, and maintenance of information systems; hardware and software acquisition, installation, and maintenance; and database development and maintenance within an organization with limited staff resources dedicated to the technology function.

DUTIES PERFORMED AT ALL LEVELS:

- Oversee the acquisition, installation, and maintenance of hardware and software.
- Review hardware, software, and system needs; analyze alternatives; provide recommendations relative to system design and usage.
- Provide assistance to staff in the development and maintenance of information processing systems.
- Administer day-to-day operations and maintenance of computer hardware and software; manage system workflow.
- Develop and maintain program documentation, i.e. source code, data models, etc.
- Set up database programs, create queries for manipulation of data output, and convert data from native format to appropriate format.
- Administer the system file and library structures; develop and implement procedures.
- Respond to users' program errors, identify and isolate problems, interpret operating problems, troubleshoot and modify commands to maintain systems and hardware and software functionality; contact appropriate resources for resolution of hardware and software problems.
- Coordinate with the Information Technology Department and vendors on agency technology needs to ensure support to users.
- Identify hardware and software training needs within the agency; develop and conduct training programs; evaluate effectiveness of training programs and modify as required.
- Ensure that security systems are in place to protect the agency's information systems.
- Assist in the development of in-house software and design and development of agency intranet/internet.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

INFORMATION CENTER SPECIALIST I

0181

GRADE G*

LEVEL DEFINITION:

Positions at this level provide and coordinate a basic level of technology support, as described above, to address information technology solutions primarily for business processes.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None.

MINIMUM QUALIFICATIONS:

Requires four years of work experience that demonstrates a working knowledge of the specific information processing systems, including both hardware and software, specifically pertaining to the position to be filled. College level course work in a data or information processing-related program may be substituted for the required work experience on a year-for-year basis. The hiring authority, at the time of recruitment, will specify the required information processing system knowledge.

INFORMATION CENTER SPECIALIST II

0182

GRADE H*

LEVEL DEFINITION:

Positions at this level differ from those at the first level of this series in that they require application of a greater degree of knowledge pertaining to broader information technology system solutions, typically for scientific or engineering related processes, to address more complex information technology needs of an organization.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Design, develop, and maintain information systems including in-house software applications, databases, etc.

MINIMUM QUALIFICATIONS:

Requires six years of work experience that demonstrates a working knowledge of the specific information processing systems, including both hardware and software, specifically pertaining to the position to be filled. Two years of the work experience must have included development and maintenance of basic information systems in an organization. College level course work in a data or information processing-related program may be substituted for the required work experience on a year-for-year basis. The hiring authority, at the time of recruitment, will specify the required information processing system knowledge.

Eff. Date: 4/86

Rev: 10/01 – Revised duty and minimum qualifications statements, deleted 3rd level

Rev: 7/12 – Conversion to Hay System; *Pay Grade Exception assigned 7/12; NDAC 4-07-04-11 & 4-07-04-12