Job Family Description
Jobs whose primary duties generally involve information technology systems and services, including design, development, and operations. Individuals assigned to positions in this job family provide technology and administrative support.

SC8001	Information Svcs I	Grade 103

Level Definition:
Work at this level involves providing customer service via the application of basic knowledge regarding basic troubleshooting of computer equipment, computer systems, telecommunications and networking environment, and/or managing and controlling job scheduler processing of programs. Involves multiple computer platforms. Work involves analyzing limited sources of data to identify facts and required action; and making and communicating decisions to customers. Work is normally performed under general supervision after initial training period.

Jobs at this level include:
Customer Technical Support Specialist I, Computer Operator I-II, Production Support Specialist I, Telecommunications Tech I

Knowledge Skills & Abilities
Ability to communicate effectively in writing and verbally. Skill in collecting and organizing data. Ability to apply general rules to specific problems. Ability to complete work assignments accurately. Ability to use tools necessary for assigned work. Knowledge of common practices and procedures. Basic ability to evaluate distinct information to form general conclusions. Knowledge of multiple computer platforms. Ability to use and apply new processes. Intermediate level skills in use of computer applications and equipment.

Minimum Education & Experience
Associate's degree in an agency specified field plus experience or high school diploma (or GED) plus agency specified experience. Bachelor's degree in specified field can be substituted for some of the experience requirement. In addition, hiring agency may specify education, experience and/or qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment.

SC8002	Information Svcs II	Grade 104

Level Definition:
Work at this level involves providing customer service via the application of intermediate knowledge regarding basic troubleshooting of computer equipment, computer systems, telecommunications and networking environment, and/or managing and controlling job scheduler processing of programs. Involves multiple computer platforms. Work involves analyzing limited sources of data to identify facts and required action; and making and communicating decisions to customers. Work is normally performed without close supervision; individuals are considered full qualified.

Jobs at this level include:
Customer Technical Support Spec II, Computer & Network Spec I, System Support Spec I - DHS, Programmer, Data Processing Coordinator I-II

Knowledge Skills & Abilities
The following are in addition to KSAs for lower levels – Skill in collecting, organizing, and analysis of semi-complex data. Intermediate ability to evaluate distinct information to form general conclusions. Ability to handle difficult and stressful situations with composure within a complex work environment. Ability to understand information

and ideas presented in writing. Ability to apply general rules to specific problems. Excellent listening skills. Proficient level skills in use of computer applications and equipment.

Minimum Education & Experience
Associate's degree in an agency specified field plus experience or high school diploma (or GED) plus agency specified experience. Bachelor's degree in specified field can be substituted for some of the experience requirement. In addition, hiring agency may specify education, experience and/or qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment.

SC8003	Information Svcs III	Grade 105

Level Definition:
Work at this level involves providing customer service via the application of extensive knowledge regarding troubleshooting of computer equipment, computer systems, telecommunications and networking environment, and/or design, testing, maintenance, installation, and implementation of systems and programs. Work involves completing several steps; analyzing multiple sources of data to identify facts and required action; and making and communicating findings to clients. Work differs from lower levels in that this work is more complex because of the breadth and depth of knowledge and responsibility associated with a variety of duties and with a greater degree of impact of decisions made. May provide supervision of staff, task-specific training, or guidance to lower level staff.

Jobs at this level include:
Customer Tech Support Spec III, Computer & Network Spec II, Health informatics coordinator I, Network Admin I, System Admin I, System Support Spec II-III - DHS, GIS Systems Spec I-II, Production Support Specialist II, Data Processing Coordinator III, Programmer Analyst I-II, Telecommunications Tech II-III*, Telecomm Analyst I

Knowledge Skills & Abilities
The following are in addition to KSAs for lower levels – Ability to handle difficult situations with composure. Skill in the use of analytical tools and data analysis methods. Ability to work effectively within a complex work environment. Extensive ability to interpret data related to administrative, financial, or operations. Ability to make sense of, combine, and organize information into meaningful patterns. Ability to interact effectively with client populations. Extensive knowledge of multiple computer platforms. Extensive ability to use and apply new processes.

Minimum Education & Experience
A bachelor's degree in applicable field of study and agency specified additional years of experience; high school diploma (GED) and applicable experience equaling a BA+ experience; associates degree and applicable experience to the equal of a BA+. A master's degree may substitute for one year of required experience. The employing agency at its discretion may substitute additional professional experience for the formal education requirement. In addition, hiring agency may specify additional education, experience and/or qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment.

SC8004	Information Svcs IV	Grade 106

Level Definition:
Work at this level involves the application of advanced knowledge regarding computer systems, records management, telecommunications and networking environment, and/or design, testing, installation, and implementation of systems and programs. Work differs from lower levels in that this work is more highly complex because of the breadth and depth of knowledge and responsibility associated with a variety of duties and with a

greater degree of impact of decisions made. Often provides supervision of staff, task-specific training, or guidance to lower level staff.

Jobs at this level:
Network Engineer I, Computer & Network Spec III, Computer Operations Mgr, Contingency Planning Spec, Health Informatics Coordinator II, Information Tech Admin I, Network Admin II, Systems Admin II, GIS Systems Spec III, State Records Mgmt System Admin, Data Proc Coordinator IV, Programmer Analyst III, Student Information Technology Specialist, Information Systems Security Analyst I-II, Telecomm Analyst II, Database Design Analyst I-II

Knowledge Skills & Abilities
The following are in addition to KSAs for lower levels – Ability to set priorities and determine workflow. Skill in evaluating alternative solutions, conclusions, or approaches to problems. Ability to apply general rules to specific problems. Ability to handle difficult and stressful situations with composure. Skilled at conducting and analyzing complex auditing and compliance issues and then to communicate results. Demonstrated ability to analyze and solve work related problems. Advanced knowledge of multiple computer platforms. Advanced ability to use and apply new processes.

Minimum Education & Experience
A bachelor's degree in applicable field of study and agency specified additional years of experience; high school diploma (GED) and applicable experience equaling a BA+ experience; associates degree and applicable experience to the equal of a BA+. A master's degree may substitute for one year of required experience. The employing agency at its discretion may substitute additional professional experience for the formal education requirement. In addition, hiring agency may specify additional education, experience and/or qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment.

SC8005	Information Svcs V	Grade 107

Level Definition:
Work at this level involves the application of senior level knowledge regarding computer systems, records management, telecommunications and networking environment, and/or design, testing, installation, and implementation of systems and programs. Work differs from lower levels in that this work is highly complex, involves large scale projects, and practitioners are most often project leaders. Must also have experience to perform highly complex administrative responsibility. Work involves complex reporting and communication to a variety of stakeholders.

Jobs at this level include:
Network Engineer II, Info Tech Admin II, Info Tech Mgr, ITD Division Team Leader I-II, Systems Development Mgr, DHS Business Information Systems Admin, Information System Security Officer, Enterprise Network operations Mgr, SR Programmer Analyst, BCI-Information Svcs Mgr, Architect Associate, Information Systems Security Analyst III, Database Design Analyst III, SR Database Design Analyst,

Knowledge Skills & Abilities
The following are in addition to KSAs for lower levels – Skill in assessing the performance of the organization and to take corrective actions or direction changes as necessary. Highly developed skill in evaluating alternative solutions, conclusions, or approaches to problems. Ability to set priorities and determine workflow. Ability to handle difficult and stressful situations with composure. Advanced skills at conducting and analyzing complex issues and then to communicate results. Ability to develop and implement technology solutions to address business needs. Senior level knowledge of multiple computer platforms. Senior level ability to use and apply new processes.

Minimum Education & Experience
A bachelor's degree and agency specified additional years of experience; high school diploma (GED) and applicable experience equaling a BA+ experience; associates degree and applicable experience to the equal of a BA+. Often requires experience in supervision or management. The employing agency at its discretion may substitute additional professional experience for the formal education requirement. In addition, hiring agency may specify additional education, experience and/or qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment.

SC8006	Information Svcs VI	Grade 108

Level Definition:
Work involves the management of services with divisions or agencies to provide data and information security, enterprise-wide database management services, systems maintenance services, development and maintenance of the architecture and strategy of complex ITD applications and systems, and/or management of consulting group responsibilities for identifying ITD solutions to customer business issues.

Jobs at this level include:
Enterprise Database Mgr, Enterprise Info System Security Admin, Enterprise Information Technology Architect, Enterprise ITD Division Mgr, Director of ITD - DOT, Division Director-ITD, Network Business Consulting Mgr

Knowledge Skills & Abilities
The following are in addition to KSAs for lower levels – Advanced knowledge of principles involved in strategic planning, resource allocation, and coordination of people and resources. Advanced ability to develop, interpret, and evaluate data, policies, and procedures. Mastery level ability to devise solutions to analytical and administrative problems. Master level ability to implement new systems and evaluate their effectiveness. Advanced ability to solve program or service-related problems; determine actions to be taken in unusual circumstances within parameters established by formal policy, procedures, and standards. Advanced communication and negotiation skills. Mastery level knowledge of multiple computer platforms. Mastery level ability to use and apply new processes.

Minimum Education & Experience
A bachelor's degree and agency specified additional years of experience; high school diploma (GED) and applicable experience equaling a BA+ experience; associates degree and applicable experience to the equal of a BA+. Often requires experience in supervision or management. The employing agency at its discretion may substitute additional professional experience for the formal education requirement. In addition, hiring agency may specify additional education, experience and/or qualifications depending on the position to be filled. The agency will specify the nature of qualifying work experience at time of recruitment.

Job family descriptions are not to be used as the sole determinant for classification assignment. Classification analysis includes a review of the job family description, comparisons to other state-wide positions, review of the job description and classification request, organizational structure, and agency information.