



**Classification:** Computer Information Technologist I

**Title Code:** V08001

**Pay Range:** 22

**POSITION SUMMARY:**

This is entry-level professional and technical work in computer systems analysis, design, programming, and/or the administration of a midrange or microcomputer environment. An employee in this class is responsible for assisting in the analysis, design, programming, administration, and configuration of computer hardware and/or software of limited complexity in a midrange and/or microcomputer environment. Work may be in support of areas such as cyber-security, applications, internet, operating systems, database, mapping, IT training/procurement and network administration. Duties may include, providing customer support or assistance with more complex work and/or troubleshooting basic hardware and/or software problems. Work is performed under general supervision.

**DESCRIPTION OF DUTIES PERFORMED:**

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Designs, writes, maintains, documents and tests computer programs of limited complexity and clearly defined segments of more complex programs.

Responds to questions from customers needing assistance; identifies problem source (hardware, software or operator error) and resolves basic problems; refers and discusses problems with supervisor or other designated contacts, as appropriate.

Develops simple query programs to generate reports upon customer request.

Serves as support person/customer contact for systems of limited complexity, and/or supports a limited number of systems of higher complexity.

Assist with the review of new software applications prior to full implementation to determine ease of use and detect potential problems.

Assists with the review of performance issues and tuning of systems for optimum performance.

Uses database dictionaries, software reference libraries, and other related components of programming or analysis.

Uses data security software packages to allow access to resources and functions as authorized.

Updates standards, policies, procedures, guidelines and technical manuals as directed.

Participates in meetings, training seminars and user groups.

Implements cyber-security policies, participates in developing plans for emergencies, conducts cybersecurity awareness and training, assists in auditing and compliance, manages security systems such as access control, encryption, anti-virus, firewalls, etc.

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Responds to emergency situations to resolve problems, as required.

Receives formal and on-the-job training.

Assists with installing, maintaining, defining, organizing, controlling and protecting hardware and software products.

Assists with configuration of computer operating systems.

Assists with creating, monitoring, and modifying the physical size and structure of database components and programs that support, maintain, and generate information from a database.

Assists with defining, organizing, controlling and protecting databases or networks.

Uses, creates and/or updates utility programs.

Use MSHP software development tools to develop software code.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Working knowledge of the principles of computer programming and systems analysis, design, testing and documentation.

Working knowledge of the general operating principles and capabilities of computer hardware and software.

Working knowledge of software reference libraries and related utility programs.

Working knowledge of computer security systems and procedures.

Working knowledge of computer networking and telecommunications.

Working knowledge of computer operating systems.

Working knowledge of database management systems.

Some knowledge of agency's automated information systems.

Ability to prepare and interpret computer program documentation.

Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals.

Ability to analyze policies, procedures and operations, organize their component parts into system specifications, databases and/or programs and adapt them to an automated system.

Ability to troubleshoot and resolve routine hardware and/or software problems.

Ability to communicate effectively.

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Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.)

Ability to work hours as assigned.

**MINIMUM EXPERIENCE AND EDUCATION REQUIRED:**

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possess a Bachelor's degree from an accredited four-year college or university with at least fifteen (15) semester hours in Computer Science, Computer Information Systems, Information Technology, or related field.

OR

One year of experience as a Computer Information Technologist Trainee.

**NECESSARY SPECIAL REQUIREMENTS:**

None.

**FLSA STATUS:** Non-Exempt

**WORK SCHEDULE:** An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.