Classification: Computer Information Technology Specialist I
Title Code: V08004
Pay Range: 30

POSITION SUMMARY:

This is professional, technical, and consultative work in the support and coordination of computer information technology services and activities. An employee in this class provides technical expertise in computer systems analysis and design; database and/or network administration; systems programming; cybersecurity; and/or other computer information technology specialties in a mainframe, midrange and/or microcomputer environment. Work is generally focused in a primary technical specialty that may cross environments. Work includes conducting feasibility and impact studies of technology direction and providing recommendations. Duties may also include implementation of recommendations, project management and/or provision of technical consultative services. Work is performed under general supervision; however, the employee is expected to exercise independence in the performance of assigned responsibilities.

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.)

Provides technical expertise in computer systems analysis and design; database and/or network administration; systems programming; and/or other computer information technology specialties.

Develops and/or analyzes very complex project specifications such as flowcharts, logic diagrams and work flow diagrams.

Provides guidance and training to other personnel.

Reviews and updates cybersecurity policies, participates in the development of plans for emergencies, prepares and/or conducts cybersecurity awareness and training, reports, investigates and takes corrective action for security audit findings, administers and oversees security systems such as access control, encryption, anti-virus, firewalls, etc.

Acts as project team leader; establishes project schedules, assigns tasks, monitors progress against schedules, and conducts technical reviews of assigned projects.

Provides cost benefit analysis of technology solutions to meet business needs.

Provides customer or technical support for systems of average to high complexity.

Provides support for both internal and external organizational computer systems.

Supports applications that span multiple platforms.

Assists in the research, review, recommendation, and preparation of requests for proposals and/or bid specifications for hardware and/or software purchases.

Develops quality control procedures and hardware and/or software standards.

Designs, writes, maintains, documents and tests complex computer programs and clearly defined segments of highly complex programs.

Defines computer system performance criteria and performs tuning of computer systems for optimum performance.

Participates in computer systems disaster recovery plan maintenance and implementation.

Participates in information strategic plan development, maintenance, and implementation.

Participates in computer systems management plan development, maintenance, and implementation.

Designs procedures for preserving data integrity.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

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

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

Considerable knowledge of software reference libraries and related utility programs.

Considerable knowledge of computer security systems and procedures.

Considerable knowledge of computer networking and telecommunications.

Considerable knowledge of computer operating systems.

Considerable knowledge of database management systems.

Working knowledge of agency's automated information systems.

Working knowledge of agency's functions and their interrelationships.

Working knowledge of the principles of cost benefit analysis.

Working knowledge of the principles of project management.

Working knowledge of the principles of disaster recovery.

Working knowledge of the procurement process.

Working knowledge of continuing trends and developments in computer hardware and software.

Working knowledge of various computer platforms.

Working knowledge of the information strategic planning process.

Working knowledge of the systems management process.

Ability to utilize project management tools.

Ability to prepare and interpret computer program documentation.

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

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

Ability to train and assist less experienced personnel.

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.)

Three years, including two years above the entry level, of professional and technical computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of mainframe, midrange and/or microcomputer hardware and software, network administration or closely related areas;

AND

Graduation from an accredited four-year college or university with at least fifteen (15) semester hours in computer science, computer information systems or closely related areas. (Computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of computer hardware and software in a mainframe, midrange and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the stated education. Graduate work in computer science, computer information systems or closely related areas may be substituted on a year-for-year basis for a maximum of one year of the stated general experience.)

NECESSARY SPECIAL REQUIREMENTS:

None

FLSA STATUS: 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.