Classification: Computer Information Technology Specialist (CITS) II
Product Research Unit
Title Code: V08005
Pay Range: 33

POSITION SUMMARY:

This is advanced professional, technical, and consultative work in the support and coordination of computer information technology services and activities as related to new product research and contract management. An employee in this class provides research, business, fiscal, and contractual expertise in computer systems analysis, design, purchase, and implementation. Systems to be managed and/or researched include: database and/or network technologies; cybersecurity; and/or other computer information technology specialties in a midrange, and/or microcomputer environment. An employee in this class will also provide technology and business research expertise and guidance in all areas and platforms listed above. Work generally focuses on specializing in technology research specialty that may cross environments. Work includes conducting feasibility, fiscal, and impact studies of technology direction and providing strategic planning and recommendations. Duties may also include implementation of recommendations, project management, and/or 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.)

Leads research and utilizes business, fiscal, and contractual expertise in computer systems analysis, design, purchase and implementation efforts.

Reviews and updates technology research and implementation policies.

Participates in the development of plans for emergencies, and coordinates computer systems disaster recovery plan maintenance and implementation.

Prepares and/or conducts reporting, investigating, and/or corrective action in reference to Information Technology (IT) infrastructure contractual issues.

Administers and oversees product research efficiency within the section.

Performs performance testing and evaluations on information systems and products.

Provides guidance and training to other personnel.

Provides product evaluations for systems of average to high complexity.

Provides support for both internal and external organizational computer systems.

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

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

Designs procedures to ensure appropriate use of funds, as well as regular reviews of existing contracts and renewal agreements.

Mentors junior level employees.

Provides leadership on projects and fiscal impact/return on investment (ROI) calculations for selected IT solutions.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of business and contract management principles.

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

Considerable knowledge of finance and accounting principles.

Considerable knowledge of principles of cost benefit analysis.

Considerable knowledge of strategic planning principles.

Considerable knowledge of the procurement process.

Considerable knowledge of the agency's automated information systems.

Thorough knowledge of or ability to learn the IT product research techniques.

Thorough knowledge of or ability to learn law enforcement technology as it relates to a state law enforcement technology enterprise.

Thorough knowledge of or ability to learn the Criminal Justice Information Services (CJIS) Security Policy.

Thorough knowledge of principles of business continuity planning, crisis management and disaster recovery.

Thorough knowledge of or ability to learn the agency's functions and their interrelationships.

Thorough knowledge of the principles of project management.

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

Working knowledge of various computer platforms.

Working knowledge of the systems management process.

Possess good organizational skills.

Possess research and analysis skills.

Ability to utilize project management and product research tools.

Ability to prepare and interpret computer program documentation.

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

Ability to train and assist less experienced personnel.

Ability to create and present materials for training programs.

Ability to operate basic office equipment as detailed in the description of duties.

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 in Business Administration, Finance, Information Technology, Business Continuity, Information Security, or related field; AND five years of experience in business, finance, information technology, business continuity, or information security.

Preference may be given to those possessing graduate level education in Business Administration, Finance, Information Technology, Business Continuity, and/or Information Security. Preference may also be given to those possessing experience in purchasing, research, and/or contractual law.

NECESSARY SPECIAL REQUIREMENTS:

Must be a United States Citizen, or a legal resident of a country participating in the Visa Waiver Program (VWP).

FLSA STATUS: Exempt

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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.