

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 203
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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.

Knowledge Skills & Abilities

Ability to communicate effectively in writing and verbally. Ability to accurately follow both written and verbal directions. Ability to interact effectively with others in a professional manner. Skill in collecting, testing and organizing data. Ability to apply general rules to specific problems. Ability to complete work assignments accurately and timely. Ability to use tools necessary for assigned work. Basic ability to evaluate distinct information to form general conclusions. Knowledge of multiple computer platforms. Ability to use and apply new processes.

Minimum Qualifications & Experience

High school diploma or equivalent or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency may specify additional education, certification, experience and/or qualifications depending on the position to be filled.

SC8002	Information Svcs II	Grade 204
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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.

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – Ability to analyze, monitor, and input records. 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 interpret data related to administrative, financial, or operations. Proficient level skills in use of computer applications and equipment.

Minimum Qualifications & Experience

High school diploma or equivalent or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency may specify additional education, certification, experience and/or qualifications depending on the position to be filled.

SC8003	Information Svcs III	Grade 205
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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.

Knowledge Skills & Abilities

The following are in addition to KSAs for lower levels – 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. Extensive knowledge of multiple computer platforms. Extensive ability to use and apply new processes.

Minimum Qualifications & Experience

High school diploma or equivalent or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency may specify additional education, certification, experience and/or qualifications depending on the position to be filled.

SC8004	Information Svcs IV	Grade 206
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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.

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. Skilled at conducting and analyzing complex auditing and compliance issues and then to communicate results. Skilled at applying principles, methodologies, standards, and best practices to identify needs and determine solutions. Advanced knowledge of multiple computer platforms. Advanced ability to use and apply new processes.

Minimum Qualifications & Experience

High school diploma or equivalent or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency may specify additional education, certification, experience and/or qualifications depending on the position to be filled.

SC8005	Information Svcs V	Grade 207
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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.

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. Knowledge of principles involved in strategic planning, resource allocation, and coordination of people and

resources. Highly developed skill in evaluating alternative solutions, conclusions, or approaches to problems. Advanced skills at conducting and analyzing complex issues and then to communicate results. Senior level knowledge of multiple computer platforms. Senior level ability to use and apply new processes.

Minimum Qualifications & Experience

High school diploma or equivalent or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency may specify additional education, certification, experience and/or qualifications depending on the position to be filled.

SC8006	Information Svcs VI	Grade 208
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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.

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 Qualifications & Experience

High school diploma or equivalent or a combination of education, training, and experience which demonstrates equivalent knowledge, skills, and abilities. At time of recruitment the hiring agency may specify additional education, certification, experience and/or qualifications depending on the position to be filled.

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.