Specification for Class of

INFORMATION TECHNOLOGY SYSTEM SPECIALIST 4
Abolished Effective June 1, 2005

<u>Definition:</u> Performs system design, acquisition, installation, maintenance, troubleshooting, problem resolution, and/or consulting tasks for complex systems, projects, or operational problems that impact a region, geographical grouping of offices/facilities, or multiple business units with multiple business functions.

<u>Distinguishing Characteristics:</u> This is the senior professional level. While applying considerable discretion in approaches and techniques applied, incumbents are expected to independently evaluate and meet complex system needs of a region or other similar organization. Incumbents possess advanced technical knowledge as well as understand the customer's business from the perspective of a senior business person and are conversant in the customer's business language. Projects assigned to this level impact multiple business units and multiple business functions, integrate new technology, and change how business is done. Incumbents serve as a coach and technical mentor to others. Staff at this level often serve as a team leader or project leader. May supervise others.

Incumbents typically perform the level of work described below a majority of the time. The senior level work described below is not intended to be all inclusive but representative of the level of duties/responsibilities carried out by this job class:

    Carries out capacity planning to determine organizational or regional needs; analyzes business needs of a region, geographical grouping of offices/facilities, or multiple business units with multiple business functions; assesses industry direction and analyzes new capabilities that may be applied to a region or similar organization; evaluates new products, documents characteristics, and makes recommendations;

    Designs multiple server systems to meet organizational or regional needs;

    Plans, coordinates and directs installation of regional systems/hardware/software; resolves complex installation problems; may include coordinating with an installation vendor; reviews vendor documentation; creates and supports processing environments (test, demo, production) for a

region, geographical grouping of offices/facilities, or multiple business units with multiple business functions;

Manages multi-server regional systems; identifies and resolves multi-server problems, transmission problems, etc.; interfaces with vendors to solve complex problems such as unsuccessful connectivity for a WAN circuit; uses experience in use of advanced diagnostic tools to analyze work of others and personally resolves complex problems; leads problem solving teams;

Develops and implements quality assurance testing and performance monitoring for organizational or regional systems; conducts traffic studies, analyzes information and trends, makes recommendations and takes action to improve system performance and efficiency;

Integrates and certifies hardware/software for a region, geographical grouping of offices/facilities, or multiple business units with multiple business functions;

Designs regional disaster recovery approach; develops back-up plan; arranges for disaster recovery environment for a region, geographical grouping of offices/facilities, or multiple business units with multiple business functions;

Develops security policies and standards for a region, geographical grouping of offices/facilities, or multiple business units with multiple business functions; establishes security environment and access profile; establishes controls; designs and implements security intrusion detection plan; analyzes security reports; determines corrective action to be taken;

Coordinates organizational or regional acquisition plans, specifies requirements, works with established vendors to acquire hardware/software, writes requests for proposals and evaluates response for items such as upgrading of a regional phone system;

Minimum Qualifications

A Bachelor's degree including 9 semester or 15 quarter hours of computer science courses and three years of consultative, administrative, or supervisory experience in information technology analysis, system maintenance, or troubleshooting/problem resolution experience.

OR

An Associate's degree or completion of an accredited vocational training program in an information technology or related program and four years of consultative, administrative, or supervisory experience in information technology analysis, system maintenance, or troubleshooting/problem resolution.

<div align="center">OR</div>

One year as an Information Technology Systems Specialist 3 or equivalent.

Consultative, administrative, or supervisory experience in information technology analysis, system maintenance, or troubleshooting/problem resolution will substitute for education on the basis of one year of experience for two years of education.

A Master's degree will substitute for one year of the required experience except for the specified Information Technology Systems Specialist 3 requirement.

New class: effective 7-1-99; CTS 2 03650; CIC 3 03720; ITM 1 03250; Computer & Maintenance Specialist 1 03920