WASHINGTON STATE DEPARTMENT OF PERSONNEL
Class Code: 03275

Specification for Class of

INFORMATION TECHNOLOGY SYSTEM SPECIALIST 5
Abolished Effective June 1, 2005

<u>Definition</u>: Performs specialized system design, acquisition, installation, maintenance, troubleshooting, problem resolution, and/or consulting tasks for major, high risk/high impact systems, projects, or operational problems that impact an agency or a major subdivision of a large agency.

<u>Distinguishing Characteristics</u>: This is the professional specialist level where incumbents are expected to creatively evaluate and meet complex system needs of an agency or a major subdivision of a large agency. Incumbents possess broad/extensive technical knowledge and business knowledge. They are able to look beyond the instant problem to the best solution for the agency (e.g. across multiple networks, platforms or computing environments) that integrates technical knowledge with business knowledge. Projects assigned to this level are characterized as mission critical, highly visible, having significant impact upon public service, external customers, and/or other agencies, integrating new technology, and changing how business is done. Staff at this level serve as technical mentor, coach and trainer to others. Incumbents direct others on a project basis and review their work. May supervise others.

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

   Conducts capacity planning to determine agency needs; analyzes agency business needs; assesses industry direction and analyzes new capabilities that may be applied to the agency; evaluates new products, documents characteristics, and makes recommendations;

   Designs complex, agency level systems;

   Coordinates and implements complex installation projects for major, statewide systems that have high risk/high impact on public services, implements new development or major maintenance that have executive sponsorship;

   Integrates and certifies software/hardware for a statewide system;

Identifies and independently resolves operational problems
for major, statewide systems that have high risk/high impact
on public services, coordinates with the Department of
Information Services to resolve inter-agency operational
problems;

Develops requests for proposals, feasibility studies and
decision packages for high visibility/impact or multi-agency
initiatives;

Leads implementation of policies and strategies;

Analyzes statewide trends and makes recommendations for
improvements and efficiencies in system performance;

Develops and writes acquisition plans for Department of
Information Services review;

Writes project charter, cost/benefit analysis, requests for
proposals and evaluates responses for major systems;

Develops service level agreements with clients and vendors;
develops measurement and monitoring methods; prepares
reports;

Develops and writes agency security plan; writes business
and operational controls; leads design and implementation of
agency security intrusion detection;

Coordinates and supports installation of software for a
major state-wide system;

Creates and supports processing environments (e.g. test,
demo, production) for agency-wide systems;

Minimum Qualifications

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

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

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

One year as an Information Technology Systems Specialist 4 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 4 requirement.

New class: effective 7-1-99; replaces CISS 1 03260