

HIGHER EDUCATION PERSONNEL

Specification for Class

Class Code: 2409

INFORMATION TECHNOLOGY SYSTEMS SPECIALIST V

Abolished Effective June 1, 2005

BASIC FUNCTION

Provide expert consultation and perform specialized information technology systems specialist work such as designing systems and acquiring, installing, maintaining, troubleshooting, and resolving problems for major, high-risk, high-impact, or mission-critical computing and/or telecommunication systems, projects, or operational problems.

DISTINGUISHING CHARACTERISTICS

Under administrative direction, evaluate and resolve large-scale, high-risk, high-impact or mission-critical computing system, application, telecommunication, project, or operational needs. As an expert-level specialist, perform highly-complex tasks such as designing large-scale or enterprise systems crossing multiple networks, platforms or telecommunication environments; developing project plans; directing large-scale, enterprise, or mission-critical projects which align with organizational policy; identifying and resolving operational problems for systems; conducting capacity planning to determine institution-wide needs and making recommendations; developing comprehensive instructional technology support strategies; and writing feasibility studies and decision packages for high visibility/impact initiatives. Provide project leadership, supervision of lower-level staff, and/or expert consultation. Areas of responsibility often integrate new technology and/or carry out institution-wide information technology functions, or impact other institutions or agencies.

TYPICAL WORK

Design complex, large-scale, or enterprise systems; coordinate and implement complex installation projects for major systems which carry out institution-wide information functions;

Conduct capacity planning to determine institution-wide needs; analyze and assess industry direction and analyze new capabilities that may be applied to the institution; evaluate new products, document characteristics, and make recommendations;

Identify and independently resolve operational problems for major systems that have high risk/high impact such as accounting, budgeting, payroll, purchasing, or similar centralized institution-wide information functions;

Direct policy and strategy implementation;

Analyze industry-wide trends and make recommendations to executives for improvements and efficiencies in system performance;

Write project charter, develop cost/benefit analysis, prepare request for proposals, and evaluate responses for major systems; write feasibility studies, acquisition plans and decision packages for high visibility/impact initiatives; present alternatives and recommendations to executives;

Develop service-level agreements with clients and vendors; develop measurement and monitoring methods; prepare reports;

Develop and write security and emergency recovery plans; write operational controls; lead design and implementation of security intrusion detection;

Coordinate and support installation of software for large-scale systems;

Create and support pre-production environments such as tests, demos, and production runs for major systems;

May supervise others;

Perform the duties of Information Technology Systems Specialist IV;

Perform related duties as required.

MINIMUM QUALIFICATIONS

Four years of information technology experience such as consulting, analyzing, designing, installing and/or maintaining computer software applications, hardware, telecommunications, or network infrastructure equipment, directing projects, providing customer or technical support in information technology; or administering or supervising staff in information technology analysis, system maintenance, troubleshooting/problem resolution

OR

one year of experience as an Information Technology Systems Specialist III

OR

equivalent education experience.

New Class: 1/1/2002