

STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	<b><u>CLASSIFICATION SERIES</u></b> Information Technology Specialist	<b><u>SERIES NUMBER</u></b> 6414AG
	<b><u>MAJOR AGENCIES</u></b> Attorney General	<b><u>EFFECTIVE</u></b> 6/30/2013

**SERIES PURPOSE**

The purpose of the Information Technology Specialist classification is to deliver, implement and support a variety of software applications and/or hardware platforms; perform PC troubleshooting to information systems users through Tier 1 and Tier 2 technical support methods.

**GLOSSARY:**

The terms listed below are to be interpreted to mean the following wherever they appear within the document.

Tier 1 support: performs routine helpdesk troubleshooting.

Tier 2 support: performs routine and complex troubleshooting through intermediate and/or advanced technical methods.

Technology Domain: an assigned area where technical work requires specific knowledge to evaluate, select, adapt and modify standard procedures in the resolution of assigned tasks. Employees may devise and/or recommend new approaches to problems encountered. The following are illustrative of a technology domain:

- Workstation support
- Server Administration
- Information Technology Infrastructure Library (ITIL)
- Network Administration
- Information Security
- Telecommunications and Network Connectivity
- Database Administration

***Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.***

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Information Technology Specialist 1	64141AG	10	6/30/2013

**CLASS CONCEPT**

With basic working knowledge of computers and electronics receives supervision in order to provide routine Tier 1 and/or Tier 2 support; works with higher-level technical support staff to respond and resolve helpdesk reported problems related to workstation operating systems, installation of hubs and switches, wiring and patching cable lines, PCs/laptops and peripherals.

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Information Technology Specialist 2	64142AG	11	6/30/2013

**CLASS CONCEPT**

With considerable working knowledge of computers and electronics receives general supervision in order to provide support and/or service to Tier 1 and Tier 2 technical issues, install, monitor/maintain, configure, upgrade using established methods and procedures.

<b><u>JOB TITLE</u></b>	<b><u>JOB CODE</u></b>	<b><u>PAY GRADE</u></b>	<b><u>EFFECTIVE</u></b>
Information Technology Specialist 3	64143AG	12	6/30/2013

**CLASS CONCEPT**

With thorough working knowledge of information technology principles and methodologies receives general direction in order to evaluate effectiveness and risk of IT processes, recommend changes to meet customer needs, and provide troubleshooting and/or maintenance to routine and/or complex Tier 1 and/or Tier 2 technical support issues, administer and/or operate assigned technology domain.

**JOB TITLE**

Information Technology Specialist 4

**JOB CODE**

64144AG

**PAY GRADE**

13

**EFFECTIVE**

6/30/2013

**CLASS CONCEPT**

With extensive working technical knowledge of the information technology principles and methodologies in order to evaluate effectiveness and risk of IT processes, recommend changes to meet customer needs, troubleshooting and/or maintenance regarding routine and/or complex Tier 1 and/or Tier 2 technical support issues and administer and/or operate assigned multiple technology domains.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Information Technology Specialist 1	64141AG	EX	6/30/2013	10

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Performs basic workstation troubleshooting and maintenance by collection of information and working with higher-level support staff to respond and/or resolve routine Tier 1 problems, including, but not limited to:

- Provides telephone support related to networking or connectivity issues.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Provides basic diagnosis, analysis and resolution of issues for customer(s).
- Provides basic routine Tier I and Tier 2 level customer support.
- Acts as liaison between users and Information Technology Services.
- Provides users with basic training in proper use of hardware or software.
- Independently images and/or reimages equipment in preparation of deployment.
- Stays current regarding new technologies, standards and techniques.
- Receives orientation related to mentorship and applies as necessary (e.g., definition, purpose, strategies, and evaluation techniques).

**MAJOR WORKER CHARACTERISTICS**

Knowledge of: computers and electronics, oral and written communication tools and techniques, customer support and personal service, state and Attorney General's Office policy, procedures and applicable laws\*, vision, mission and goals of agency\*, telecommunications, ITIL, IT security principles and methods, mathematic principles relative to assigned area in IT, safety practices, operating systems installation and configuration procedures, network standards, protocols and procedures, platform usage, capabilities and applications of network equipment including hubs, routers, switches, bridges, servers, and related hardware, technology design techniques, basic internet server maintenance techniques, back-up and recovery techniques, and technical writing and documentation.

Skill for: reading comprehension, speaking, service orientation, installation, troubleshooting, critical thinking, systems evaluation, and operation monitoring.

Ability to: transport items up to 50 lbs., calculate decimals, percentages and fractions, carry out instructions in written, oral or picture form, understand manuals and verbal instructions, technical in nature, and stay abreast of current technologies.

(\* )Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Education: Technical institute degree/certificate in Computer Science or Information Systems or equivalent work experience.

AND

Experience: Minimum 3 months combined work experience in any combination of the following: computers and/or electronics and/or telecommunications performing routine analysis, programming, installation, maintenance and/or systems support, solving problems with pre-determined methods on basic hardware or software including experience providing customer support.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Training in IT area assigned to stay abreast of current technologies and/or to learn new technologies as required by the Attorney General's Office.

**UNUSUAL WORKING CONDITIONS**

May provide technical support on an on-call and/or rotation basis; may travel to regional offices and/or other locations as operation needs dictate.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Information Technology Specialist 2	64142AG	EX	6/30/2013	11

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Performs routine workstation troubleshooting and/or maintenance by collection of information and working with higher-level support staff regularly to respond and resolve routine Tier 1 and Tier 2 problems, including but not limited to:

- Installs, maintains, configures, upgrades and/or administers hardware and/or software.
- Diagnoses, analyzes and resolves issues for customer(s).
- Provides routine Tier I and Tier 2 level customer support.
- Acts as liaison between users and Information Technology Services.
- Provides users with basic training in proper use of hardware and/or software (e.g., Microsoft Office, off the shelf products and custom developed software).
- Independently images and/or reimages equipment in preparation of deployment.
- Maintains records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Tests repaired items to ensure proper operation.
- Develops skill to perform quality checks to ensure efficiency and quality of agency business operations.
- Stays current regarding new technologies, standards and techniques.
- Receives orientation related to mentorship and applies as necessary (e.g., definition, purpose, strategies, and evaluation techniques).

**MAJOR WORKER CHARACTERISTICS**

Knowledge of: oral and written communication tools and techniques, customer support and personal service technical writing and documentation practices, state and Attorney General's Office policy, procedures and applicable laws\*, vision, mission and goals of agency\*, mathematic principles relative to assigned area in IT, ITIL, telecommunications, capabilities and applications of network equipment including hubs, routers, switches, bridges, servers, and related hardware, IT principles, methods and practices in assigned specialty area, software distribution tools and configuration management and mechanisms, organizations operation environment, topology, and protocols, local area and wide area networking principles and concepts, back-up and recovery techniques, performance monitoring methods, basic internet server maintenance techniques, installation and configuration procedures, internet clients, such as browsers and streaming video, system administration methods and procedures, operating systems installation and configuration procedures, technology design.

Skill for: reading comprehension, speaking, service orientation, installation, troubleshooting, critical thinking, systems evaluation, and operation monitoring.

Ability to: transport items up to 50 lbs., collect data, establish facts and draw valid conclusions, calculate decimals, percentages and fractions, carry out instructions in written, oral or picture form, understand manuals and verbal instructions, technical in nature, and stay abreast of current technologies.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Education: Technical institute degree/certificate in Computer Science or Information Systems or equivalent work experience.

AND

Experience: Minimum 18 months combined work experience in any combination of the following: computers and/or telecommunications software/hardware, applications, support products, projects or databases for small scale systems or programs or pieces of larger systems or programs including 12 months related work experience as specified by the agency position description and vacancy/job posting.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Training in IT area assigned to stay abreast of current technologies and/or to learn new technologies as required by the Attorney General's Office.

**UNUSUAL WORKING CONDITIONS**

May provide technical support on an on-call and/or rotation basis; may travel to regional offices and/or other locations as operation needs dictate.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Information Technology Specialist 3	64143AG	EX	6/30/2013	12

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Performs intermediate to advanced troubleshooting and maintenance by collection of information, acts as lead worker to lower-level support staff, as needed in order to respond and/or resolve routine and/or complex Tier 1 and Tier 2 technical issues in single and/or multiple technology domains, including but, not limited to:

- Installs, maintains, configures, upgrades and/or administers hardware and/or software in assigned technology domains.
- Diagnoses, analyzes and resolves issues for customer(s) across assigned multiple technology domains.
- Provides intermediate to advanced Tier I and Tier 2 level customer support.
- Acts as liaison between users, vendors and/or Information Technology Services.
- Configure and define parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment.
- Creates, modifies and maintains scripts.
- Creates and captures images and/or reimages equipment in preparation of deployment.
- Creates, develops and maintains software deployment packages.
- Maintains records of daily data communication transactions, problems and actions taken, or installation activities.
- Troubleshoots network or connectivity problems for users and/or user groups.
- Analyzes and reports computer network security breaches and/or attempted breaches.
- Performs quality checks to ensure efficiency and quality of agency business operations.
- Performs intermediate level education and/or training for clients on individual or group basis remotely or onsite (e.g., software, hardware and networks).
- Provides knowledge transfer to lower-level IT professionals on regularly maintained or newly enhanced systems.
- Stays current regarding new technologies, standards and techniques.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of: oral and written communication tools and techniques, customer support and personal service technical writing and documentation practices, state and Attorney General's Office policy, procedures and applicable laws\*, vision, mission and goals of agency\*, mathematic principles relative to assigned area in IT, ITIL, telecommunications, capabilities and applications of network equipment including hubs, routers, switches, bridges, servers, and related hardware, IT principles, methods and practices in assigned specialty area, software distribution tools and configuration management and mechanisms, organizations operation environment, topology, and protocols, local area and wide area networking principles and concepts, back-up and recovery techniques, performance monitoring methods, basic internet server maintenance techniques, installation and configuration procedures, internet clients, such as browsers and streaming video, system administration methods and procedures, operating systems installation and configuration procedures, technology design.

Skill for: reading comprehension, speaking, service orientation, installation, troubleshooting, critical thinking, systems evaluation, and operation monitoring.

Ability to: transport items up to 50 lbs., collect data, establish facts and draw valid conclusions, calculate decimals, percentages and fractions, carry out instructions in written, oral or picture form, understand manuals and verbal instructions, technical in nature, and stay abreast of current technologies.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Education: Core associate program in Computer Science or Information Systems or equivalent work experience.

AND

Experience: Minimum 3 years combined work experience in any combination of the following: computers and/or telecommunications software/hardware, applications, support products, projects or databases for small scale systems or programs or pieces of larger systems or programs including 12 months related work experience as specified by the agency position description and vacancy/job posting.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Training in IT area assigned to stay abreast of current technologies and/or to learn new technologies as required by the Attorney General's Office.

**UNUSUAL WORKING CONDITIONS**

May provide technical support on an on-call and/or rotation basis; may travel to regional offices and/or other locations as operation needs dictate.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Information Technology Specialist 4	64144AG	EX	6/30/2013	13

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Provides advanced IT support and service to information system users and/or IT staff, including but not limited to:

- Installs, maintains, configures, upgrades and/or administers hardware and/or software in assigned technology domains.
- Diagnoses, analyzes and resolves issues for customer(s) across assigned technology domains.
- Monitors lower-level support staff tracking system assignments and adjust priorities as assigned by management.
- Acts as liaison between users, vendors and/or Information Technology Services.
- Create, modify and maintain scripts.
- Creates and captures images and/or reimages equipment in preparation of deployment.
- Creates, develops and maintains software deployment packages.
- Maintains records of daily data communication transactions, problems and remedial actions taken, or installation activities.
- Evaluates local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes.
- Performs database backup/recovery from disaster recovery plan.
- Conducts data modeling and implements physical data models.
- Provides database support.
- Resolves data conflicts and inappropriate use of data.
- Provides performance tuning and configuration for query language statements.
- Monitors security and validates all updates through database connections.
- Performs quality checks across various IT functions to ensure efficiency and quality of agency business operations.
- Performs advanced-level training for clients on individual or group basis (e.g., software, hardware and networks).
- Promotes system security and awareness by adhering to the Agency's security policy and standards.
- Provides knowledge transfer to employees on regularly maintained or newly enhanced systems and/or processes.
- Stays current regarding new technologies, standards and techniques and learns and/or acquires new skills as required.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of: computers and electronics, oral and written communication tools and techniques, customer support and personal service, state and Attorney General's Office policy, procedures and applicable laws\*, vision, mission and goals of agency\*, telecommunications, IT security principles and methods, mathematic principles relative to assigned area in IT, ITIL, safety practices, operating systems installation and configuration procedures, network standards, protocols and procedures, platform usage, capabilities and applications of network equipment including hubs, routers, switches, bridges, servers, and related hardware, technology design techniques, basic internet server maintenance techniques, back-up and recovery techniques, software distribution and configuration management tools and technical writing and documentation, technical writing and documentation practices, IT lifecycle concepts, methods and approaches, database management principles and methodologies.

Skill for: reading comprehension, speaking, service orientation, installation, troubleshooting, critical thinking, systems evaluation, operation monitoring, and complex problem solving.

Ability to: transport items up to 50 lbs., calculate decimals, percentages and fractions, carry out instructions in written, oral or picture form, understand manuals and verbal instructions, technical in nature, stay abreast of current technologies in area of IT assigned, deal with problems involving several variables in familiar context, and prepare meaningful, accurate and concise reports.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

Education: Core undergraduate program in Computer Science or Information Systems or equivalent work experience.

AND

Experience: Minimum 4 years combined work experience in any combination of the following: installing, monitoring/maintaining, configuring, upgrading, and/or administering/operating multiple technology domains; AND a minimum of 2 years Oracle database experience.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Training in IT area assigned to stay abreast of current technologies and/or to learn new technologies as required by the Attorney General's Office.

**UNUSUAL WORKING CONDITIONS**

May provide technical support on an on-call and/or rotation basis; may travel to regional offices and/or other locations as operation needs dictate.