

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

<u>CLASSIFICATION SERIES</u> INFORMATION TECHNOLOGY
<u>MAJOR AGENCIES</u> ALL AGENCIES

<u>SERIES NUMBER</u> 6992
<u>EFFECTIVE</u> 6-7-2009

SERIES PURPOSE

The purpose of the Information Technology classification is to assist specialists and/or information systems users and perform information technology support activities related to infrastructure, software, and/or database systems.

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

CLASS TITLE

Information Technologist 1

CLASS NUMBER

69921

PAY RANGE

30

EFFECTIVE

6-7-2009

CLASS CONCEPT

With knowledge of computers and electronics receives immediate supervision in order to provide support & service to information system users on a computer or telecommunication network running in stand alone, client/server, web-based, and/or networked environment using established methods and procedures and provide installation and monitoring support to IT specialists.

CLASS TITLE

Information Technologist 2

CLASS NUMBER

69922

PAY RANGE

32

EFFECTIVE

6-7-2009

CLASS CONCEPT

With a working knowledge of information technology principles and methodologies receives immediate supervision in order to provide maintenance and documentation support to information system users and/or IT specialists and generate enhancements for existing infrastructure, software or database systems in compliance with specifications and standards.

CLASS TITLE

Information Technologist 3

CLASS NUMBER

69923

PAY RANGE

33

EFFECTIVE

6-7-2009

CLASS CONCEPT

With a working technical knowledge of the information technology lifecycle receives general supervision in order to provide IT support and service to information system users and/or IT staff in infrastructure, software, database systems, and business process analysis, meeting agency business needs and objectives.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Information Technologist 1	69921	14	6-7-2009	30

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.)

1. Reads technology manuals and documents; follows established methods and procedures.
2. Provides support & service to information system users.
 - a. Performs routine analysis to resolve problems on computer or telecommunication network for applications running in stand alone, client/server, web-based, and/or networked environments
3. Provides installation and monitoring support to IT specialists:
 - a. Unpacks.
 - b. Stages and/or racks hardware.
 - c. Performs set-up and installation for hardware and/or software; network connectivity.
 - d. Learns and changes application coding specifications.
 - e. Installs telecommunications hardware and wiring.
 - f. Monitors systems and notifies higher-level staff of any concerns.
4. Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards.

MAJOR WORKER CHARACTERISTICS

Knowledge of: computers and electronics, oral and written communication tools and techniques, customer support & personal service, state and agency 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, safety practices, operating systems installation and configuration procedures, network standards, protocols & 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 in area of IT assigned.

(*)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 in 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.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Information Technologist 2	69922	14	6-7-2009	32

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.)

1. Provides maintenance and documentation support to IT specialists:
 - a. Enters meta-data into repositories.
 - b. Performs loading validation.
 - c. Executes unit or system test scripts.
 - d. Provides maintenance support for application software.
 - e. Develops, organizes, files, and maintains platform specific documentation.
2. Generates enhancements for existing infrastructure, software or database systems in compliance with specifications and standards.
 - a. Creates and/or modifies program modules.
 - b. Creates database diagrams.
 - c. Writes standard queries.
 - d. Writes test cases and/or scripts for unit and systems testing.
 - e. Verifies unit and system test results to ensure software is producing desired results.

MAJOR WORKER CHARACTERISTICS

Knowledge of: computers and electronics, oral and written communication tools and techniques, customer support & personal service, state and agency 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, safety practices, operating systems installation and configuration procedures, network standards, protocols & 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.

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, stay abreast of current technologies in area of IT assigned, and deal with problems involving several variables in familiar context.

(*)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.

Note: the official position description on file with the designated agency is to reflect, in the minimum acceptable characteristics, the required technology related experience or area of assigned responsibility. Only those applicants possessing the required technology related experience or area of assigned responsibility listed in the position description are to be considered for any vacancies posted. The vacancy/job posting should also only list the required technology related or area of assigned responsibility experience commensurate with the position in question.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Information Technologist 3	69923	14	6-7-2009	33

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.)

1. Provides IT support and service to information system users and/or IT staff.
 - a. Infrastructure.
 - i. Installs, monitors/maintains, configures, upgrades, and/or administers/operates hardware and/or software; network connectivity.
 - ii. Utilizes vendor supplied and 3rd party utilities for monitoring.
 - iii. Conducts performance tuning for hardware and/or software.
 - iv. Develops and maintains ad-hoc utilities or reports to automate processes.
 - b. Software development.
 - i. Extracts and performs data manipulation tasks.
 - ii. Creates and/or modifies existing program modules (the creation of static content or graphics related to web-design is not software development).
 - iii. Compiles with software reusability guidelines.
 - iv. Writes test cases and/or scripts for unit and systems testing.
 - v. Verifies and documents unit and system test results to ensure software is producing desired results.
 - vi. Debugs and revises programs when unit and system tests do not produce desired results.
 - vii. Creates and/or modifies necessary program and/or application source code documentation (e.g., use cases, in-line code comments) in accordance with agency standards.
 - c. Database administration.
 - i. Performs database backup/recovery from DR plan.
 - ii. Conducts data modeling and implements physical data models.
 - iii. Provides database support.
 - iv. Advises and consults with users on accessing various databases.
 - v. Resolves data conflicts and inappropriate use of data.
 - vi. Provides performance tuning and configuration for query language statements.
 - vii. Monitors security and validates all updates through database connections.
 - d. Business process analysis.
 - i. Creates information technology process flows and flowcharts.
 - ii. Assists with the validation of requirements necessary for the successful completion of the information technology projects.
2. Receives orientation related to mentorship and applies as necessary (e.g., definition, purpose, strategies, and evaluation techniques).
3. Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards.
4. 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 & personal service, state and agency 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, safety practices, operating systems installation and configuration procedures, network standards, protocols & 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, software design principles, 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 in Computer Science or Information Systems or equivalent work experience.
AND
Experience Minimum 3 years combined work experience related to information systems in multiple areas of assigned responsibility (e.g., infrastructure, database administration, software development, business process analysis) as specified by the agency position description and vacancy/job posting.

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

Note: the official position description on file with the designated agency is to reflect, in the minimum acceptable characteristics, the required technology related experience or area of assigned responsibility. Only those applicants possessing the required technology related experience or area of assigned responsibility listed in the position description are to be considered for any vacancies posted. The vacancy/job posting should also only list the required technology related or area of assigned responsibility experience commensurate with the position in question.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS