

**STATE OF WISCONSIN**  
**CLASSIFICATION SPECIFICATION**  
**INFORMATION SYSTEMS**  
**COMPREHENSIVE SERVICES CLASSIFICATIONS**

**I. INTRODUCTION**

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future positions, which perform professional Information Systems (IS) Comprehensive Services duties for the majority of time. There are four classification levels within this one classification specification, and they are: IS Comprehensive Services Professional, Senior, Specialist, and Consultant/Administrator.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. How to Use This Classification Specification

This classification specification includes professional IS Comprehensive Services positions at the Professional, Senior, Specialist, and Consultant/Administrator classification levels, as defined in Section II of this specification. The IS Comprehensive Services classifications include numerous allocation patterns or job types.

If a majority of a position’s time is identified in any one of the individual classification definitions, then the position must be classified in that particular classification. Positions which spend no more than 50% of their time on duties in any other single professional IS Data Services, IS Network Services, IS Systems Development Services, IS Technical Services, or IS Business Automation classification, and more than 50% of their time on a combination of duties from two or more of these IS classifications, should be classified in one of the IS Comprehensive Services classifications.

Section II.A. defines duties performed by positions appropriately included in this job family. Use this section to determine the correct job family classification. Then, use sections II.B. and II.C. to determine the appropriate classification level within that job family classification for the position: Professional, Senior, Specialist, or Consultant/Administrator.

For classification purposes, the majority of duties assigned to a position **must** meet level **and** classification definition.

C. Inclusions

This specification encompasses those professional IS Comprehensive Services positions located within State of Wisconsin agencies, District or Regional Offices of agencies, Boards and Institutions and University of Wisconsin Campuses. Positions in this classification series are responsible for IS Comprehensive Services as defined by the level, job group, and classification definition.

D. Exclusions

Excluded from this series are the following types of positions:

1. Supervisor positions as defined in Wis. Stats. 111.81(19), and as administered and interpreted by the Wisconsin Employment Relations Commission.
2. Positions which are not engaged for the majority of time in "professional employee" work as defined in Wis. Stats. 111.81(15)(a) or (b), and as administered and interpreted by the Wisconsin Employment Relations Commission.
3. Positions which do not spend the majority of their time (50% or more) performing duties identified in the IS Professional and Senior classification definitions.
4. Clerical, paraprofessional or professional positions which utilize computer systems in a business area, specialized program or reporting area and which are concerned with the manipulation of data contained in the system, and with responsibilities including program policy development and/or implementation, inputting of data into the system, correcting or modifying data, generating program reports and statistics, evaluating the effectiveness of the system, and providing information and technical assistance to users of the program system and liaison with IS professional staff. The primary purpose of these positions and the majority of the assigned duties are not the development or maintenance of the computer system.
5. IS (IS) Technician positions which spend the majority of time (more than 50%) engaged in any combination of the following activities: operating and monitoring a computer and/or teleprocessing network; routine computer programming and debugging; controlling data by coordinating and executing computerized system production runs; operating peripheral equipment; installing, maintaining, repairing and servicing computer hardware; installing software and upgrades and assisting with troubleshooting software and hardware problems; providing routine technical assistance; performing technical related work in the day-to-day maintenance of the LAN or WAN; completing data processing production for major, complex, integrated systems; or providing first level technical problem determination and resolution, and related job duties.
6. Positions engaged in DOA enterprise level IS work for the majority of the time.
7. Positions which are more appropriately classified as IS Program Area Liaison or IS Business Process.
8. All other positions which are more appropriately identified by other classification specifications.

E. Entrance Into and Progression Through This Series

Employees enter positions within this classification series by competition. Progression to the IS Comprehensive Services Senior level will occur through reclassification. A progression series means a classification grouping whereby the class specifications specifically identify an entry and full performance senior level. The full performance senior level within a progression series means the classification level that any employee could reasonably be expected to achieve with satisfactory performance of increasingly complex duties or the attainment of specified training, education, or experience.

An employee may have his/her senior level position considered for reclassification from the IS Comprehensive Services Senior classification to the IS Comprehensive Services Specialist classification. All other employees will enter positions within this classification series by competition.

A position assigned to the IS Comprehensive Services Consultant/Administrator classification is the principal technical authority for an agency or campus in the assigned IS area. Employees will enter IS Comprehensive Services Consultant/Administrator positions by competition. When circumstances permit on a case-by-case basis, an employee may enter a position in the IS Systems Comprehensive Services Consultant/Administrator classification by reclassification.

Reclassification from any level within the IS Comprehensive Services classification series into a specific IS classification series (Data, Network, Systems, Technical) can occur when circumstances permit it. Such situations will be evaluated on a case-by-case basis. For example, an IS Comprehensive position used to perform a combination of duties from different job families, and changes have occurred where the majority of the position's time is now spent on one specific family. Reclassification may be appropriate in this situation, if the changes to the position's duties are logical and gradual and meet the other requirements for reclassification, as defined in Wisconsin Personnel Manual Chapter 332.

F. Definition of Information Systems Terms

To assist in the evaluation of positions for inclusion in this and other Information Systems classifications, definitions of IS related terms are provided in a document titled "Information Systems/Technology Definitions" which is incorporated herein by reference as though fully set forth. This document should be used with the classification specifications which have Information Systems or Information Technology as part of the class title.

## II. DEFINITIONS

A. Identifying the Correct Job Family Classification

No specific definitions are provided for the IS Comprehensive Services classifications because these positions spend no more than 50% of their time on duties in any other single professional IS Data Services, IS Network Services, IS Systems Development Services, IS Technical Services, or IS Business Automation classification, and more than 50% of their time on a combination of duties from two or more of these IS classifications.

**B. Levels****IS PROFESSIONAL**

This classification is used as an entry progressing to a development level for professional IS positions. Work is performed under close progressing to limited supervision. Although this is the entry-developmental level for this series, knowledge of fundamental IS concepts, principles and practices must have been acquired before appointment into this classification; the focus is on learning the procedures, practices, techniques and technology for the assigned specialized area; and assignments are narrow in scope. As the employee progresses, s/he continues to develop knowledge of the specialized area and the associated IS concepts, principles, practices, and techniques.

**IS SENIOR**

Positions at this level work under general supervision. The technical work performed by a position at this level may be reviewed by the position's assigned supervisor for agreement with the agency's or campus' established technical direction, policies and standards. This is the full performance level, and it is the level that an employee in this series can reasonably expect to attain. An employee at this level has acquired a broad knowledge of general IS concepts, principles, practices and techniques **and** broad knowledge of the job family and classification to which the position is assigned. Positions at this level may lead positions at the Professional and Senior level in the completion of projects and work assignments. Positions at this level may support the activities of IS Specialists, Consultants, and/or Administrators and may work under the day-to-day direction of IS Specialists, Consultants, and/or Administrators.

**IS SPECIALIST**

Positions at this advanced level work under general review with objectives and priorities established by overall work unit directives. There is little review of technical recommendations and solutions by a supervisor. Positions at this level will assist Information Systems Consultants/Administrators and management by implementing technical policies, standards and procedures which impact on agency/campus IS functions. The employee possesses and applies comprehensive knowledge of agencywide/campuswide IS architectures as well as IS concepts, principles and practices in the specialized functional area. The position independently resolves conflicts and problems through the skilled application of theoretical and practical knowledge of the specialized area as well as the application of general policies and agencywide/campuswide IS policies and standards. Work assignments are difficult and complex and focus on IS as defined under the Classification Definitions section of this specification. Positions at this level interact with agency or campus business managers and IS customers as well as other professional IS managers and staff in the completion of assigned duties.

**IS CONSULTANT/ADMINISTRATOR**

A position at this level works under broad policy guidance and is regarded as an agency's or the campus' **primary** technical expert in this classification. A position covered by this specification is considered the definitive technical authority in the referenced IS area for the assigned agency or campus. Work performed by a position in one of these classifications must focus, for a majority of the time, on the IS area of expertise and will perform the most advanced level of work which requires the application of a combination of the highest levels of theoretical and practical knowledge in the specialized IS classification. Technical review is based on the effectiveness of the problem resolution and consultation

provided. A position at this level provides direction, guidance and consultation on IS technical issues specific to the area of expertise to the agency's or campus' administrators, business managers, IS managers, IS specialist and professional positions. Actions by a position at this level result in establishing technical policies, parameters and standards on an agencywide or campuswide basis for the identified classification. Positions at this level will interact with IS staff in other agencies and/or campuses. Positions covered by this specification represent the agency/campus on enterprisewide committees/task forces and serve on interagency or intercampus study and/or advisory groups.

C. Classification Definitions

**IS COMPREHENSIVE SERVICES PROFESSIONAL**

This classification is used as an entry progressing to a development level for professional IS Comprehensive Services positions. Work is performed under close progressing to limited supervision. Positions in this classification spend no more than 50% of their time on duties in any other single professional IS Data Services, IS Network Services, IS Systems Development Services, IS Technical Services, or IS Business Automation classification, and more than 50% of their time on a combination of duties from two or more of these IS classifications.

**IS COMPREHENSIVE SERVICES SENIOR**

Positions in this classification spend no more than 50% of their time on duties in any other single professional IS Data Services Senior, IS Network Services Senior, IS Systems Development Services Senior, IS Technical Services Senior, or IS Business Automation Senior classification, and more than 50% of their time on a combination of duties from two or more of these IS Senior classifications.

This classification includes the following representative position or job type:

**Representative Position**

IS Comprehensive Senior - Positions perform any combination of professional IS work at the senior level or lower from the Data, Networking, Systems Development and Technical Services classifications such that no one classification describes the majority of work. Positions in this classification may be found in any agency.

**IS COMPREHENSIVE SERVICES SPECIALIST**

Positions in this classification spend no more than 50% of their time on duties in any other single professional IS Data Services Specialist, IS Network Services Specialist, IS Systems Development Services Specialist, IS Technical Services Specialist, or IS Business Automation Specialist classification, and more than 50% of their time on a combination of duties from two or more of these IS Specialist classifications. Positions in this classification may be found in any agency. This classification includes the following representative position or job type:

**Representative Position**

IS Comprehensive Specialist - Positions perform any combination of IS Specialist work from the Data, Networking, Systems Development and Technical Services classifications such that no one classification describes the majority of work. Positions in this classification may be found in any agency.

## **IS COMPREHENSIVE SERVICES CONSULTANT/ADMINISTRATOR**

Positions in this classification spend no more than 50% of their time on duties in any other single professional IS Data Services Consultant/Administrator, IS Network Services Consultant/ Administrator, IS Systems Development Services Consultant/Administrator, IS Technical Services Consultant/Administrator, or IS Business Automation Consultant/Administrator classification, and more than 50% of their time on a combination of duties from two or more of these IS Consultant/Administrator classifications. This classification includes the following representative position or job type:

### **Representative Position**

IS Comprehensive Consultant - Positions combine skills from classifications in the IS occupational area found this section. Positions will for the majority of time serve as the agency/campus primary technical authority for technical architecture direction. Technical architecture is highly complex and combines data, network, systems development and technical services concerns, which must include multiple platforms and operating systems; multiple networks and connectivity as well as communication protocols; databases and data repositories; and diverse customers with multiple applications. Positions establish policies and procedures for an agency/campus for the development and implementation of technical solutions to agency/campus IS problems and select technical methods and tools.

## **III. QUALIFICATIONS**

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

## **IV. ADMINISTRATIVE INFORMATION**

These classifications were created as a result of the Information Systems Survey effective March 30, 1997 and the abolishing of the Management Information Specialist 1 through 7 series as announced in Bulletin CC/SC-64. The classifications created more accurately represent the actual duties of the positions in the survey.

The IS classifications were collapsed and semi-automatic pay progression IS classes were created effective December 31, 2000 and announced in Bulletin CLR/SC-124.

WAM  
13160, 14020, 14003, 14010