

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

INFORMATION SYSTEMS OPERATIONS SUPPORT TECHNICIAN
CLASSIFICATION SERIES

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 technical positions that provide support services to agency and campus information systems (IS) operations. This specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing program emphasis in the future. Rather, it is designed to serve as a framework for classification decision-making in this occupational area.

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. Inclusions

This series encompasses technical positions responsible for routine client/server, mainframe and minicomputer support, and/or production scheduling and processing within an agency, division, bureau, institution, campus, or academic department information technology center.

C. Exclusions

Excluded from this series are the following types of positions:

1. Positions that perform clerical or program assistant functions for the majority (greater than 50%) of the time and are more appropriately classified as Clerical Assistant or Program Assistant.
2. Clerical, paraprofessional or professional program policy development and/or implementation positions where the primary purpose and the majority of the assigned duties **utilize** computer systems that provide technical assistance to program users and/or generate reports and statistics, but do **not** perform data/production control or system computer operations duties.

3. Positions engaged for the majority of the time (greater than 50%) in “professional employe” work as defined in Wis. Stats. 111.81(15) and as administered and interpreted by the Wisconsin Employment Relations Commission.
4. “Management” and “Supervisor” positions as defined in Wis. Stats. 111.81(13) and (19), and as administered and interpreted by the Wisconsin Employment Relations Commission.
5. Positions that perform duties for a majority of the time which are more appropriately classified as Information Systems (IS) Network Support Technician, Information Systems (IS) Resources Support Technician, Information Systems Comprehensive Support Technician, Forms Technician or Computer Printing Technician.
6. All other positions more appropriately identified by other classification specifications.

D. Entrance and Progression Through This Series

Employees enter positions within this classification series by competitive examination. Progression to higher levels is done through reclassification as the employe satisfactorily attains the specified training, education, or experience.

II. DEFINITIONS

For classification purposes, a position must meet the level definitions and perform job duties the majority of the time (greater than 50%) as described in Section II.B.

A. Level

INFORMATION SYSTEMS (IS) OPERATIONS SUPPORT TECHNICIAN-ENTRY

Positions at this level work under **close** supervision and perform the most routine duties with clearly defined and specific objectives, guidelines, and instructions, exercising limited decision-making discretion. Assignments are narrow in scope.

INFORMATION SYSTEMS (IS) OPERATIONS SUPPORT TECHNICIAN-INTERMEDIATE

Positions at this level work under **limited** supervision and perform duties that are more varied in nature than at the entry level.

INFORMATION SYSTEMS (IS) OPERATIONS SUPPORT TECHNICIAN-SENIOR

Positions at this level work under **general** supervision. This is the full performance level that an employe can reasonably expect to obtain based on duties described in one or more of the job groups under II.B. Positions at this level may also participate in planning, coordinating, and implementing new or modified systems, and/or training new employes.

B. Job Groups

Positions in this series perform any combination of work from the following job groups for a majority (greater than 50%) of the time.

COMPUTER OPERATIONS

Positions in this group perform IS technical-related work for a majority of the time monitoring, operating, interpreting, observing, and reviewing computer equipment operation, including master control panels, signal reception hardware, online terminals, storage devices, error lights, messages, and printouts. Research error messages, manipulate controls and re-sequence job recovery following system malfunction, distinguish between computer hardware or software failures, determine severity, notify proper personnel, and provide downtime/maintenance coordination. Perform startup, shutdown and recovery procedures on computer and peripheral equipment and maintain data processing tape inventory. Operate, monitor and control peripheral and diagnostic equipment such as image scanners for mainframe computer input, bursters, collators, and network-connected printers or download and archive data to videotape and cartridge storage, assuring the security of stored programs and permanent files.

PRODUCTION/DATA CONTROL

Positions in this group perform IS technical-related work for a majority of the time providing routine support coordinating, executing and processing production runs for complex, multi-platform integrated systems. Prepare Job Control Language (JCL) jobstreams for routine production submittals, including customized and/or special reports for which no established job exists. Coordinate, manage and automate job compiling and scheduling, manual parameter input, and resource conflicts. Create documentation, procedures, and standards for multi-platform production systems. Audit, diagnose and resolve production system problems by altering jobstreams, recreating data, and/or revising JCL and executables. Provide guidance and technical assistance to users and maintenance programmers regarding JCL, job scheduling and processing, resource use, data submission, output handling, error correction, system interaction, data validity/availability, and programming standards. Positions may also assist in database and major system file recovery methods, maintain data tape log inventory, build databases from raw data, perform routine archival storage and backups, and release files to production libraries.

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

This classification series was created effective July 2, 2000 as a result of the Information Systems (IS) Technical and Related Survey and announced in Bulletin CLR/SC-115 to describe technical information systems support positions.