

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

INFORMATION SYSTEMS SUPPORT TECHNICIAN-CONFIDENTIAL
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wisconsin Administrative Code ER 2.04 for making classification decisions relative to present and future technical positions which function as Information Systems (IS) Support Technicians-Confidential. This classification specification is not intended to identify every duty which may be assigned to positions but is intended 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 classification 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; license or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification series encompasses technical positions which are responsible for supporting information technology resources, operations, and networks. Positions are responsible for technical-related information technology support duties as described by the level and job group listed in Section II. A and B. Positions allocated to this classification must meet the statutory definition of confidential, as defined in s. 111.81(7), Wis. Stats., i.e., the duties must be such that the incumbents are "individuals who are privy to confidential matters affecting the employer-employee relationship."

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which perform clerical or program assistant functions for the majority 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 in which the assigned duties require the incumbent to *utilize* complex computer applications and data bases to perform work duties but whose duties *do not* support IS resources, operations, networks, and forms greater than 50% of the time.

3. Positions which meet the statutory definition of professional employee, as defined in s. 111.81(15), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
4. Positions which meet the statutory definitions of management and supervisor, as defined in s. 111.81(13) and (19), Wis. Stats., as administered and interpreted by the Wisconsin Employment Relations Commission.
5. Positions which perform IS operations support, network support, resource support, forms, or computer printing duties for a majority of the time and are more appropriately classified as Information Systems (IS) Operations Support Technician, Information Systems (IS) Network Support Technician, Information Systems (IS) Resource Support Technician, Forms Technician, or Computer Printing Technician.
6. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into and Progression Through This Series

Entrance into this classification series is typically by competitive examination. Progression to the senior level occurs through reclassification, as the employee satisfactorily attains the specified training, education, or experience.

II. DEFINITIONS

A. Level

For classification purposes, a position must meet the level definitions and perform job duties as described in Section II.B for a majority of the time. Positions may be found in any state agency or campus.

INFORMATION SYSTEMS (IS) SUPPORT TECHNICIAN- CONFIDENTIAL

Positions at this level work under close, progressing to limited, supervision and perform the most routine duties, with clearly defined and specific objectives, guidelines, and instructions, and exercise limited decision-making discretion. Assignments are narrow in scope. Duties assigned to positions allocated to this classification progress to more varied and complex assignments, as employees acquire higher-level knowledge, skills, and experience.

INFORMATION SYSTEMS (IS) SUPPORT TECHNICIAN-CONFIDENTIAL-SENIOR

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

B. Job Group

Positions perform any combination of duties from the following job groups for a majority of the time.

NETWORK

Positions in this group provide routine, first-level help desk duties, technical assistance, and installation, and/or support for distributed or agency local and wide area network (LAN/WAN) environments, mainframe and microcomputer hardware, software, and peripheral components for an agency or campus information technology center. Positions install, upgrade, and reconfigure network and workstation hardware and peripherals, such as monitors, keyboards, printers, and disk drives; load and verify operating systems and software packages, which may include office suite applications and electronic mail and scheduling software; perform routine file server back-ups to disk or tape; monitor file directories and security equivalencies; and schedule periodic preventative maintenance to computer hardware, software upgrades, and operating system fixes. Positions may also define new network users and workstations, modify network user profiles, reset passwords, and ensure network documentation is maintained in accordance with state standards.

PRODUCTION/DATA CONTROL

Positions in this group provide routine support coordinating, executing, and processing production runs for complex, multi-platform, integrated systems. Positions prepare job control language (JCL) job streams for routine production submittals, including customized and/or special reports for which no established job exists; coordinate, manage, and automate job compiling and scheduling; create documentation, procedures, and standards for multi-platform production systems; and audit, diagnose, and resolve production system problems by altering job streams, recreating data, and/or revising JCL and executables. Positions may also assist in data base and major system file recovery methods, maintain data tape log inventories, build data bases from raw data, perform routine archival storage and back-ups, and release files to production libraries.

RESOURCES

Positions in this group are responsible for supporting information technology resources, which may include applications, data bases, inventories, website content, training, or security for an agency or campus. Positions may perform any of the following duties: train customers in the use of application components, operation, and features; perform routine, technical-level computer programming, coding, testing, and debugging; develop complex macros using word processing, spreadsheet, database, or specialized software; provide web content services, including page formatting, text conversion, and internet publishing; or maintain complex inventories of information system vendors, products, supplies, software licenses, and documentation and resource materials.

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 May 20, 2001, and announced in Bulletin CLR/SC-130, in order to describe confidential technical information systems support positions. The classification series replaces the entry and intermediate levels with the Information Systems (IS) Support Technician-Confidential classification (but retains the Senior level). This series was created in order to simplify the classification system and to expand the broadband pay system to non-represented classifications.