STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

INFORMATION SYSTEMS
TECHNICAL SERVICES CLASSIFICATIONS

I. INTRODUCTION

A. <u>Purpose of This Classification Specification</u>

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) Technical Services duties for the majority of time. There are four classification levels within this one classification specification, and they are: IS Technical 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. <u>How to Use This Classification Specification</u>

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

If a majority of a position's time is identified in any <u>one</u> 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 Technical 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 Technical 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.   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 Technical 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 Technical Services Senior classification to the IS Technical Services Specialist classification. All other employees will enter positions within this classification series by competition.

A position assigned to the IS Technical Services Consultant/Administrator classification is the principal technical authority for an agency or campus in the assigned IS area. Employees will enter IS Technical 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 Technical Services Consultant/Administrator classification by reclassification.

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

This section defines duties performed by positions appropriately included in this job family.

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 classification, and more than 50% of their time on a combination of duties from two or more of these IS classifications.

The Technical Services Job Family covers those positions responsible for confidentiality, integrity and availability of systems through the planning, analysis, development, implementation, maintenance, and enhancements and support of systems, programs, policies, procedures and tools. Positions in this family are also responsible for the planning and co-ordination of the installation, testing, operation, troubleshooting and maintenance and use of large-scale hardware and software systems. Also, jobs cover the planning, installation, configuration, testing, implementation and management of the systems environment. Position types include, systems engineers, systems programmers, security officers, customer service providers, technical writers, training and help desk professionals, as well as other technical experts. Staff occupying positions in this family have the experience to serve the technology needs of the enterprise, agency business areas as well as extra and inter-agency requirements.

Positions which spend the majority of their time (50% or more) on one or more of the following duties are appropriately included in the IS Technical Services job family classifications:

1. Assist in design (higher levels do the design) of processor and storage systems.
2. Install, configure, tune and troubleshoot server and desktop operating systems and other enterprise system software (virus, Email, etc).
3. Research, test and recommend new systems software and hardware.
4. Maintain server directories and access structures.
5. Develop server backup and recovery policies and procedures, implement and verify implementation.
6. Administer disk space and other system resources.
7. Develop policies and procedures to ensure information systems reliability and accessibility, and to prevent and defend against unauthorized access.
8. Participate in the development, analysis, and refinement of systems requirements.
9. Conduct security risk and vulnerability assessment of planned and installed information systems.
10. Develop information systems contingency plans and disaster recovery procedures.
11. Develop and implement programs to ensure that users are aware of, understand, and adhere to security and other enterprise IT standards, policies and procedures.
12. Participate in network and systems design to ensure implementation of appropriate information security policies, and assist in the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes.
13. Determine overall Internet technical architecture and design.
14. Monitor web server functionality, security, and integrity.
15. Review, test and integrate Internet activities.
16. Collect and analyze Internet statistics.
17. Evaluate new Internet applications.
18. Provide technical advice to Internet content providers.
19. Troubleshoot and resolve technical problems.
20. Research, evaluate and provide feedback on problematic issues, trends and patterns.
21. Develop and maintain problem tracking and resolution systems and information.
22. Install, configure, tune, troubleshoot and maintain hardware and software.
23. Manage and control IT assets, including financial management, contract management, and system change management.
24. Provide technical training to customers.
25. Establish metrics to measure and evaluate systems performance and usage.
26. Plan and schedule the installation of new or modified hardware/software.
27. Manage accounts, passwords, and access to servers and other equipment.
28. Monitor the performance, capacity, load balances, availability, serviceability, and recoverability of installed systems and make any required adjustments.
29. Provide agency end user support for hardware and/or software.
30. Develop technical documentation for technical staff and end users.
31. Manage complex IT projects.
32. Support end user tools on the enterprise level. Provide expertise to all levels of users and lead departmental user groups. Plan for and assist end users with version upgrades and software implementations.
33. Research, test, recommend and support tools and facilities used to help other IS professionals.

Positions appropriately classified in the IS Technical Services job family classifications may perform some of the following duties, but would not spend the majority of their time on one or more of these duties:

1. Understand information technology principles and techniques as they relate to the evaluation of business programs and operations.

2.   Develop and maintain business applications.
3.   Design networks or changing PC configurations so several PCs can network in a small office.
4.   Develop, create, or populate data (base) structures.
5.   Authorize access to computer resources.
6.   Function as end user project coordinator (business needs).
7.   Perform end user system administration (add/deletes).
8.   Participate in building or review of IT facilities as a business representative.
9.   Use IT policy, standards, guidelines, or procedures in the day to day operations.
10. Perform low-level IT troubleshooting or problem detection.
11. Use IT hardware or software to perform business functions or activities related to one's primary job functions.
12. Use "off-the-shelf" applications and/or non-professional development tools to manage data and/or develop applications used in one's own job or local business area.

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' 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 TECHNICAL SERVICES PROFESSIONAL

This classification is used as an entry progressing to a development level for professional IS Technical Services positions. Work is performed under close progressing to limited supervision. Positions spend the majority of their time performing any combination of the following duties:

- Perform diagnostics and trouble shooting to fix application software problems.
- Assist in implementing software including assessment of customer needs, developing work processes and writing procedures.
- Develop and coordinate information system training on specific supported hardware and software
- Develop, write and edit technical manuals and procedures.
- Coordinate writing of technical procedures and standards by IS staff.
- Answer questions and resolve problems related to hardware, desk top software, applications and systems software, and connectivity.
- Log requests for help and refer calls.
- Analyze determine the impact of reported problems on agency/campus hardware, software and production services.
- Install and maintain vendor-provided systems (includes operating systems) software to support agency-wide desktop configurations.
- Perform diagnostics and trouble shooting for supported systems software.
- Provide technical hardware, applications and systems software support primarily for personal/microcomputers, but also for workstations, and distributed applications.
- Resolve printer connectivity issues.
- Conduct assessments of customer needs.
- Identify possible applications for microcomputers, and potentially, other computer systems.

- Provide problem resolution and training to microcomputer and other customers.
- Provide for or direct customers in the installation and maintenance of microcomputers and other systems.
- Assess current and future IS customer training needs.
- Deliver specialized IS training covering a variety of subjects within IS, e.g., applications and systems software, data communications, databases, and hardware.
- Apply knowledge of adult learning techniques and adult learning styles to adult learning situations.
- Support the agency/campus storage complex to meet established schedules.
- Support agency / campus storage complex to meet established schedules.
- Perform storage system problem determination.
- Assist with implementation of data storage subsystems.
- Assist and train customers in data storage functions.
- Perform data recovery.
- Assist Database administrator in database recovery.

IS TECHNICAL SERVICES SENIOR

Positions in this classification perform professional IS work related to the support and coordination of the hardware and systems and applications software. For a majority of time positions in this classification perform work related to the installation, maintenance and problem resolution of computer platforms, systems (including operating systems) software and applications software. Senior level positions spend the majority of their time performing any combination of the following duties:

- Assist applications staff in the use of development software tools.
- Train applications staff in the use of development software tools and methodologies or other aspects of the applications development architecture as it relates to the overall technology environment.
- Implement standards and procedures for the provision of IS customer technical services activities.
- Coordinate the provision of a variety of customer technical services to ensure an agencywide standardized approach.
- Develop and implement standards and procedures for problem/change resolution.
- Manage all aspects of changes including procedures, software, hardware, applications to ensure smooth transition and minimal impact on agency/campus production.
- Install and maintain vendor-provided systems (includes operating systems) software to support agency-wide complex automated systems.
- Install and maintain utilities and software packages to support production in a variety of environments.
- Assess and recommend hardware/software configurations, procedures, and technical standards to be used by applications development and operations staff.
- Work with Data Services staff on changes and standards for production databases and coordinate changes to production procedures, software, and hardware.
- Complete cost and feasibility studies for proposed microcomputer and other acquisitions.
- Develop specialized IS training covering a variety of subjects within IS, e.g., applications and systems software, data communications, databases, and hardware.
- Coordinate the delivery of training with other IS staff.
- Evaluate vendor provided training and recommend as required.
- Assist with the technical analysis supporting data management, file conversions, file organization methods, system implementation, and data recovery procedures for optimum system performance.

- Monitor levels of service and support "service level agreements" to ensure that deadlines are met.
- Participate in system design meetings to develop objectives and requirements of new systems or maintenance to existing systems.
- Analyze and implement mainframe system procedures to ensure the most efficient processing method is utilized.
- Recommend automation techniques to eliminate manual procedures.
- Analyze contention conflicts and determine priorities to resolve contention problems.
- Assist IS Technical Services Specialists and/or Consultants with their responsibilities.

This classification includes, but is not limited to, the following representative positions or job types. Positions do not need to exactly match one of these representative positions in order to be appropriately classified at this level.

Representative Positions

IS Applications Support Senior - Positions in this classification primarily provide technical support on any platform to operations and application development management and staff on applications and/or systems software. These positions assist applications staff in the use of development software tools and/or perform training for applications staff in the use of development software tools and methodologies or other aspects of the application development architecture as it relates to the overall technology environment. These positions may perform diagnostics and trouble shooting to fix applications software problems; may assist in implementing software including assessment of customer needs, developing work processes, and writing procedures; or may work on complex and automated systems.

IS Customer Services Senior - Positions implement standards and procedures for the provision of IS customer technical services activities and coordinate the provision of a variety of customer technical services to ensure an agencywide standardized approach. Positions may develop and coordinate information system training on specific supported hardware and software.

IS Documentation Senior - Positions develop, write and edit technical manuals and procedures; ensure that documentation is scheduled and developed for IS staff and IS customers to meet service needs and that documentation is revised as services and tools change; and coordinate writing of technical procedures by IS staff. Technical writings by positions may document any IS services area.

IS Help Desk Senior - Positions must provide direction, answers and resolutions to a full range of IS questions and problems. Questions and problems will be from IS customers and must include topics such as hardware, desk top software, applications and systems software, and connectivity. Positions must spend the majority of time providing technical resolution to problems and questions, but positions may also log requests for help and refer calls.

IS Problem/Change Analyst - Positions, for the majority of time, analyze and resolve reported problems for an agency/campus production unit. Analysis and resolution will include impact on agency/campus hardware, software and production services. Positions develop and implement standards and procedures for problem/change resolution and manage all aspects of changes including procedures, software, hardware, applications to ensure smooth transition and minimal impact on agency/campus production.

IS Security Senior - Positions, for the majority of time, support the agency/campus IS Resources Manager, Security Specialist by assisting in the evaluation of the security procedures and methods; research and analyze assigned security issues and problems; and document procedures for access control software. Positions review security reports and identify security problems; assist in the assignment of security passwords and/or logon identifications; and as assigned, design and deliver training on security software and issues to agency/campus customers.

IS Storage Senior - Positions are responsible for supporting the agency/campus storage complex to meet established schedules; perform storage systems problem determination; assist with implementation of data storage subsystems; and assist and train customers in data storage functions.

IS Systems Software/Production Support Senior - Positions install and maintain vendor-provided systems (includes operating systems) software to support agencywide platforms and/or maintain installed utilities and software packages to support production in a variety of environments; perform diagnostics and trouble shooting for supported systems software as well as assess and recommend hardware/software configurations, procedures and technical standards to be used by applications development and operations staff; and work with Data Services staff on changes and standards for production databases and coordinate changes to production procedures, software, and hardware.

IS Technical Senior - Positions provide technical hardware, applications and systems software support primarily for personal/microcomputers, but also for LANS, WANS, workstations, and distributed applications. As assigned, these positions provide advice to customers on microcomputer, and potentially, other computer system software and hardware purchase, compatibility and other aspects; resolve printer connectivity issues; conduct assessments of customer needs; identify possible applications for microcomputers, and potentially, other computer systems; complete cost and feasibility studies for proposed microcomputer and other acquisitions. These positions provide problem resolution and training to microcomputer and other customers, and provide for or direct customers in the installation and maintenance of micro computers and other systems, as appropriate.

IS Training Senior - Positions, for a majority of time, must assess current and future IS customer training needs, develop and deliver specialized IS training covering a variety of subjects within IS, e.g., applications and systems software, data communications, data bases, and hardware; may coordinate the delivery of training with other IS staff; and evaluate vendor provided training and recommend as required. These positions have a broad knowledge of adult learning techniques and how to best apply them to the learning situations and understand how adult learning styles can be addressed in the learning situation.

IS TECHNICAL SERVICES SPECIALIST

Positions in this classification perform advanced professional IS work related to the management and support of the hardware and systems and applications software. For a majority of time, positions in this classification perform work related to the installation, maintenance and problem resolution of computer platforms, systems software (including operating systems) and applications software. Positions perform technical services duties across multiple platforms. Positions in this classification spend the majority of their time performing any combination of the following duties:

- Perform advanced IS work on major applications with highly complex subsystems, with immediate impact or potential impact on agency/campus/statewide systems.
- Coordinate the delivery of agency/campus/statewide application services to customers.
- Work with the vendor(s) to coordinate the installation, configuration, and maintenance of installed hardware systems.
- Lead the development of comprehensive technical documentation for the installation and configuration of systems and other software.
- Provide technical direction for applications systems and supporting systems software across multiple platforms.
- Coordinate the delivery of technical IS services to agency/campus customers.
- Provide information and directions on complex client/server, PC and mainframe applications and technology needs.
- Work with IS staff and customers to ensure consistency across architectures.
- Develop and implement practices and procedures to implement the technology required to meet the customer's needs.
- Develop seminars and workshops to instruct customers in new concepts and approaches.
- Provide technical consulting and support of hardware, applications support software and systems software at an agency level.
- Lead agency/campus technical support efforts, including planning, product implementation and rollout.
- Provide information, direction, and training in systems and other software products.
- Evaluate, install, maintain and tune complex hardware and operating system and/or subsystem software and other systems software.
- Research and resolve complex systems software problems.
- Evaluate new products.
- Recommend new or revised standards and guidelines.
- Provide advice to customers on microcomputer, and potentially, other computer system software and hardware purchase, compatibility, and other aspects.
- Work with other IS staff.
- Perform Data Storage Management for the agency/campus.
- Provide technical support and direction on complex mainframe application and technology needs
- Implement data storage subsystems.
- Create and manage data set libraries including maintaining data integrity and recovery.
- Monitor usage, manage storage capacity and consult on hardware, software and problem change definitions.
- Conduct security risk and vulnerability assessment of planned and installed information systems.
- Develop and implement programs to ensure that users are aware of, understand, and adhere to security and other enterprise IT standards, policies, and procedures.
- Coordinate installation and maintenance of vendor releases of storage software and train customers in various data storage functions.

This classification includes, but is not limited to, the following representative positions or job types. Positions do not need to exactly match one of these representative positions in order to be appropriately classified at this level.

Representative Positions

IS Application Support Specialist - Positions perform advanced IS work on major administrative applications with highly complex subsystems, with immediate impact or potential impact on statewide systems; coordinate the delivery of statewide application services to customers; lead development and delivery of training programs and application support programs for customers; lead the development of accurate, comprehensive technical and end-user documentation for large and major statewide administrative systems; and provide technical direction on use of statewide applications systems and supporting systems software across multiple platforms.

IS Customer Service/Support Specialist - Positions coordinate the delivery of IS services to agency/campus customers as assigned; provide information and directions on complex client/server, PC and mainframe applications and technology needs; work with IS Development Services staff to ensure consistency across architectures; develop and implement practices and procedures to manage customer needs; and develop seminars and workshops to instruct customers in new concepts and approaches.

IS Technical Specialist - Positions provide technical consulting and support of hardware, applications support software and systems software at an agency level; provide expertise for multiple platforms and software products which impact the entire agency; and lead agency technical support efforts, including planning, product implementation and rollout. Teams led by these positions may include business area customers and managers, other IS specialists and IS professionals. Positions provide information, direction, and training in systems and other software products to the agency statewide.

IS Technical Systems Specialist - Positions install, maintain and tune complex operating system (with subsystems) software and other systems software and hardware; work with other IS staff to ensure uniform support for agency/campus applications and that products meet service requirements; research and resolve complex systems software problems; and evaluate new products and recommend new or revised standards and guidelines.

IS TECHNICAL SERVICES CONSULTANT/ADMINISTRATOR

Positions in this classification perform the highest level, expert professional IS work related to the technical support of IS hardware, systems software and applications software for an agency/campus. Positions in this classification are the principal authority on technical installation, maintenance and problem resolution across multiple computer platforms, operating systems software and applications software for an agency or campus. Positions spend the majority of their time performing any combination of the following duties:

- Direct and coordinate teams to complete projects for delivery of technical IS services to customers.
- Negotiate timelines, products and other project concerns with the top level management positions.
- Define, research, and select tools, techniques and methodologies to be used for technology development.
- Evaluate new products.
- Recommend new or revised standards and guidelines.
- Positions are the definitive technical expert for hardware and the systems software environment.

- Provide technical direction and problem resolution for IS staff on hardware and systems software requirements, implications and effects Are the primary, definitive technical authority for the resolution of questions and problems related to the technical support of hardware, applications and operating and systems software.
- Provide expertise and problem resolution across multiple platforms and software.
- Develop and administer the agency/campus policies, standards, designs, requirements, and procedures for technical services.
- Allocate technical support resources to ensure the support of agency/campus hardware and software.
- Direct and coordinate agency/campus teams working on technical project development
- Manage all phases of assigned technical systems projects.
- Plan and budget for work flow, agency application system interfaces and product deliveries.
- Manage human and fiscal resources.
- Negotiate timelines, products and other project concerns with top management positions.
- Oversee completion of tasks and provide status and completion reports to management.
- Administer complex vendor contracts which are project related.
- Plan and schedule hardware and systems software installations and upgrades.
- Perform data storage planning.
- Provide technical consulting to agency/campus IS staff.
- Oversee implementation of data storage subsystems.
- Tune data storage subsystems products to ensure optimum utilization of resources.
- Lead technical support efforts, including coordination of IS staff, agency/campus staff, and private sector contract IT staff.
- Develop and administer security risk and vulnerability assessment processes and procedures for planned and installed information systems.
- Develop and administer policies and standards to ensure that users are aware of, understand, and adhere to security and other enterprise IT standards, policies, and procedures.
- Positions are the agency/campus expert in all aspects of technical support for specific operating systems software environments and/or application support environments.

This classification includes, but is not limited to, the following representative positions or job types. Positions do not need to exactly match one of these representative positions in order to be appropriately classified at this level.

Representative Positions

IS Customer Service Consultant - Positions direct IS enterprise specialists and coordinate teams to complete projects for delivery of technical IS services to multiple customers; negotiate timelines, products and other project concerns with the top level management positions; define, research and select tools, techniques and methodologies to be used by multiple customers for technology development agency wide; and evaluate new products and recommend new or revised standards and guidelines.

IS Systems Programming Consultant - Positions are the agency/campus primary, definitive technical expert for the agency or campus systems software environment crossing multiple platforms and multiple operating systems. Positions must provide technical direction and problem resolution for the majority of the time to the agency/campus IS staff on systems software requirements, implications and effects for such areas as applications development including implementation and maintenance and database systems and data model impacts.

IS Technical Consultant - Positions are the agency/campus primary, definitive technical authority for the resolution of questions and problems related to that agency's or campus' technical support of hardware, applications and operating and systems software; must provide expertise and problem resolution across multiple platforms and software; establish policies for technical services which impact on the agency/campus as a single entity; and direct the technical support for an agency/campus through the management of IS Technical Specialists and Professionals.

IS Technical Project Manager - Positions direct and coordinate agency teams working on technical project development in support of multiple customers; manage all phases of assigned systems development projects; plan and budget for work flow, agency application system interfaces and product deliveries; manage human and fiscal resources; negotiate timelines, products and other project concerns with top management positions in several customer agencies; oversee completion of tasks and provide status and completion reports to management; and administer complex vendor contracts which are project related.

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.

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