

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

INFORMATION SYSTEMS (IS) RESOURCES 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 general information technology resource support duties. 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 supporting information technology resources, which may include applications, databases, inventories, website content, training, or security for an agency, division, bureau, institution or campus.

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 in which the assigned duties require the incumbent to **utilize** complex computer applications and databases in performing work duties but whose duties do **not** support IS resources greater than 50% of the time.

3. Positions that are 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) Operations Support Technician, Information Systems (IS) 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) RESOURCES 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) RESOURCES 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) RESOURCES 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 employees.

B. Job Group

Positions in this series perform duties from the job group listed below for a majority (greater than 50%) of the time.

RESOURCES

Positions in this group perform IS technical-related work for a majority of the time which may include any of the following duties: training customers in the use of application components, operation, and features; performing routine technical-level computer programming, coding, testing and debugging; developing complex macros using word processing, spreadsheet, database, or specialized software; coding, indexing, scanning and archiving imaged documents; providing web content services, including page formatting, text conversion and internet publishing; providing first-level network security; or maintaining complex inventories of information system vendors, products, supplies, software licenses, 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 July 2, 2000 as a result of the Information Systems (IS) Technical and Related Survey and announced in Bulletin CC/SC-93 to describe technical information systems support positions.

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