Classification Series/Occupational Group: Information Technology **Classification Title**: Information Technology Specialist **DBM Range**: B21-B23 # of Subgrades: 3 FLSA: Non-exempt		**Class Description:** The work in this series includes responsibility for planning, coordination, analysis and technical support functions. Positions solve problems and accomplish work processes through information systems, and technology. Incumbents in the IT series represent positions that may work as individual contributors and/or on teams to provide mission-critical technology functions for the County. Incumbents may serve as specialists or generalists in their assigned area. This class is the first of two broad levels in the IT series. Incumbents possess and apply intermediate to advanced skill to assigned area by adapting procedures, processes, and techniques as necessary to accomplish the requirements of the position. Specific duties could include; trouble shooting and resolving hardware and software issues; resource deployment; and short and long range planning. Positions in the IT Specialist level are primarily responsible for resolving issues related to individual users and existing software and programming. Exact assignments and responsibilities will vary in accordance with the following competency levels:	

Characteristics	Work Diversity	Complexity	Knowledge	Responsibility	Classification Level Distinctions
Subgrade 1	**Homogenous:** Major job responsibilities are considered relatively homogenous requiring the application of similar knowledge, skills and abilities. **Provides basic technical service for user hardware and software needs or for business technology equipment.**	**Standard:** Most difficult job responsibilities typically performed for 30% or less of the employee's time. Additional time may be dedicated to duties that are of a lower complexity. **Straight forward- follows script – 'canned' answers to most questions.** **Processes in place.** **Isolated incidents.** **Works primarily with routine issues that can be resolved through standard procedures and corrections.**	Possesses and applies a broad knowledge of techniques, procedures and processes of a particular field of specialization to the completion of difficult assignments for a defined area. **Know usual responses.** **Focused view on specific questions.** **Relies on documented procedures or guidance.** **Commonly used applications and programs.** **Understands and applies basic support standards to meet the needs of clients.** **Escalates issues and problems to more senior staff when a solution is not apparent or cannot be resolved through previously established solutions.**	Works under close to moderate supervision and follows standard procedures and practices to accomplish assigned work. **Low impact user problems** **Closely supervised** **Typically performs process troubleshooting with the ability to use documentation as a guide.** **Provides initial (on-site or remote) support to customers.** **Resolves issues primarily related to the operation of a single device.**	Applies basic skills and may develop advanced skill using established methods, equipment and techniques; work is routine and instructions are usually detailed. **Examples of duties:** - **Works the majority of time over phone to provide customer service (help, use, and fix).** - **Install workstation hardware and software.** - **Identify system and problem** - **Basic investigation** - **Simple 'plug-in' replacements** - **Operational assistance (e.g., helps user with passwords, keystrokes, network download, print queues, new software packages)** - **Has back-up (Sr.) staff for advice** - **Installs equipment, hardware, software, updates per requirements, processes, and standards.**

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Subgrade 2	**Mixed:** Major job responsibilities exhibit a moderate degree of diversity often requiring the application of divergent areas of knowledge, skills and abilities. **Has/uses documentation.** **Network, System Mgmt., and software all from a single vendor.** **Works on individual problems and solves problems for individual clients using established procedures.** **Resolves escalated, non-standard issues which require research to understand source, interaction, and possible solutions.** **Low-risk and small scale projects typically within a single system, department or division.**	**Moderate:** Most difficult job responsibilities generally account for 30%-60% of the employee's total work time. **Access: standard, routine processes-adds E-Mail clients** **Assessment: does initial information gathering. Works on lower impact studies. Common projects, (e.g., new drop, new server releases).** **Highly Standardized environment (e.g., mostly Ethernet, or Network, System Mgmt., software all from a single vendor).** **Carries out parts of major projects, based on detailed plans provided by others.** **Creates new documentation and updates existing documentation** **Addresses issues of moderate difficulty that can be resolved through a combination of standard procedures, research, and creative problem solving.**	Possesses and applies a comprehensive knowledge of techniques, procedures and processes of one or more areas of specialization to the completion of assignments impacting a moderate area of the County. **Collects and reviews support metrics to improve support documentation, processes, and procedures.** **Analyzes metrics to recommend improvement to processes and procedures.** **Understands and applies intermediate support standards to meet the needs of clients.** **Works beyond the defined knowledge and contributes to knowledge base and procedures. Technical expertise focused on the client technologies.**	Usually works with limited supervision. Assignments are broad in nature, requiring some originality and ingenuity. **Works under general guidance. Implements part of a plan that's already established (uses checklist).** **Works as member of team to install:** **-New DBMS release** **-New Server OS** **-System Mgmt. agents** **-local Network Directory** **Guided by precedents and procedures.** **Performs independent troubleshooting with limited documentation to use as a guide.**	Applies some advanced skills to the position or specialization; may adapt procedures, processes, tools, equipment and techniques to meet the more complex requirements of the position. **Examples of duties:** - **Security- Processes forms; Installations following instructions.** - **Workstation deployment.** - **Monitors software licenses** - **Daily traffic issues (Watch and recognize)** - **Troubleshoots local LAN** 　　**- Server backup/restore** 　　**- Print queue management** 　　**- Configure local mail hub** 　　**- Resource utilization** - **Works with vendors** - **Known construction (no modeling)** - **Hardware/software trouble shooting** - **Identifies symptoms of profile issues.** - **Maintain software (local).** - **Data restore-routine** - **Follow data security and storage procedures.**
Subgrade 3	**Heterogeneous:** Major job responsibilities require the	**Significant:** 60% or more of the employee's time is	Possesses and applies an advanced knowledge of particular field of	Plans and conducts assignments with minimal oversight and/or	Applied advanced skills to the position or specialization; adapts procedures, processes,

application of varying and diverse knowledge, skills and abilities. Job responsibilities may require the knowledge of multiple technical functions. **Develops new support procedures and standards to increase effectiveness and efficiency.** **Addresses issues of advanced difficulty that require experience with both external and internal environments to solve.** **Develops criteria to evaluate and test the operation and performance of devices, connections, and infrastructure.** **Software focus OR Communications, hardware or data focus**	dedicated to responsibilities that are commonly considered to be the most difficult part of the job. **Analyzes support metrics to improve support documentation, processes, and procedures to make recommendations.** **Looks for trends in support metrics to ID causes and suggest improvements** **Provides advanced technical service for user hardware and software needs** **Aligns technical support services to meet the needs of clients.** **Collaborates across multiple units to leverage solutions broadly.**	specialization to the completion of projects and assignments of major complexity impacting significant parts of the County. **Resolves complex issues which require the knowledge of multiple systems, programs, connections, and standards.** **Applies advanced problem-solving skills and broad knowledge to client problems.**	review. Recommends major changes in procedures to assigned area. **Works with minimal supervision.** **Escalates complex issues as needed.** **Responsible for process documentation in area of assignment.** **Works with documented network connections.** **Consults with clients and provides custom solutions or develops new systems to solve problems** **Provides training, technical support, mentoring to support staff or less experienced staff. Delivers training programs to groups of users.**	tools, equipment and techniques to accomplish the requirements of the position. Incumbents rely on experience and judgment to plan and accomplish assigned tasks. Assignments reflect substantial variety and complexity and generally require some ingenuity and originality. Incumbents may serve as a resource to others in the resolution of complex issues and problems. **Examples of duties:** **Trains others, provides technical and functional supervision, review and approve the work of other related positions.** **Work may require industry certification(s), specialized study, or significant experience.** **May conduct specific research and analysis.** **Performs updates.** **Works with Group Policy.** **Security: active directory.** **Create user accounts.** **Works with vendors** **Assessment: does initial information gathering.** **Known construction (no modeling).** **Trouble shoot hardware and software issues-last resort for user.** **Restore data-Complex.** **Profile issues.** **Software maintenance-enterprise wide.**
C41	**Conducts needs assessments. Resolves most Server-to-**	**On-site evaluation or lengthy phone/ dial-on diagnosis. Prioritize problems.**	**Recurring or widespread problems.** **Tuning systems according to documented**	**Initiates emergency trouble calls to vendors.**	Analysts are distinguished from Specialist level by work that includes design; network or enterprise wide software and hardware; self-directed work with servers; resolve issues between applications, hardware, etc.

Desktop connectivity issues. Reload router. Replacement – evaluate situation and determine part(s) required. Broader view. Considers implications of questions **Access/ Security – New or unique changes (i.e., vendor dial-in). Does initial installations (includes configuration, testing, troubleshooting). Does Documentation Traffic/ Volume control Recognizes trends and finds out why. Version Control. Network, System Mgmt. from multiple vendors but very tightly integrated**	**Conflict resolution. Configures client software, i.e. ODBC drivers, E-mail access, protocol adapters, Fax/ OCR/ WP integration, host emulation software.** **Troubleshoots single WAN or multiple local LANs.** **Single Server OS and NOS Network tuning according to documented instructions** **Manage the different vendors to satisfy interoperability requirements and to resolve incompatibility issues, configuration problems, etc.**	instructions.	**More independent –less backup.** **Minimal supervision.**	**Examples of duties:** Trains others, provides technical and functional supervision, review and approve the work of other related positions. Work may require industry certification(s), specialized study, or significant experience. **Specific duties include design and construction.** *Serve as professional expert in multiple areas of specialized work for the occupation.* The application of systems analysis techniques and procedures, including consulting with users, to determine hardware, software or system functional specifications.