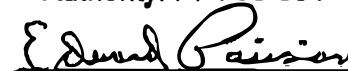


Job Category: 2210  
Exc. Qual. Std.: 74  
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Director, OIEP  
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## INFORMATION TECHNOLOGY SPECIALIST/MANAGER

### CATEGORICAL PAY LEVELS:

Minimum Pay Level: 03  
Maximum Pay Level: 07

### DESCRIPTION OF WORK:

This job category covers all positions that primarily perform assignments related to Information technology (IT), which refers to systems and services used in the automated acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, assurance or reception of information. It includes computers, network components, peripheral equipment, software, firmware, services, and related resources.

Managers and specialists typically manage, supervise, lead, administer, develop, deliver, and support information technology (IT) systems and services. Paramount requirement of these types of duties is knowledge of IT principles, concepts, and methods. Specialties commonly found in this job category include: (1) Policy and planning functions involves a wide range of IT management activities that typically extend and apply to entire organization such as assessing policy needs and developing policies to govern IT activities, defining current and future business environments or enterprise resource planning. (2) Security functions involve ensuring the confidentiality, integrity, and availability of systems networks, and data through planning and development of information systems security procedures and tools. (3) Systems analysis functions involves application of analytical processes to the planning, design and implementation of new and information systems to meet business requirements. (4) Applications software functions involve the design, documentation, development, testing, and support of new or existing applications software. (5) Operating systems functions involves the planning, configuration, implementation, and management of the systems environment in support organization's IT architecture and business needs. (6) Network services functions involve the full process of planning and analysis to integration and management of networked systems used for the transmission of information in voice, data, and/or video formats. (7) Data management functions involve the planning, development, implementation, and administration of systems for acquisition, storage and retrieval of data. (8) Internet or web development and architect involve the full process of technical planning and design to management of Internet, intranet, and extranet activities.

(9) Systems administration involves planning and coordinating the technical and maintenance work relating to hardware and software systems. (10) Customer support involves the planning and delivery of customer support services. Installations of computers, printers, cables, networking and/or satellite systems are integral of IT work for managers and specialists. Managers and specialists may also be certified as having CIAO (Certified IRM Approving Officials) Authority to review and approve IT investments up to a specified dollar amount.

### POSITION TITLES AND LEVEL OF RESPONSIBILITY

**Level 03 – Information Technology Specialist:** Level 03 is the entrance level for IT Specialist positions, which may also be an Education Line Office position where the workload of higher-level specialists necessitates the services of such positions. They typically function at Education Line Offices as trainees, performing developmental assignments designed to equip them with the knowledge and skills to progress to the next pay level.

**Level 04 – Information Technology Specialist:** Level 04 is the journeyman level for IT Specialist positions. Level 04 specialists are normally responsible for the full range of IT support and services functions at schools with less than 200 students and less than 75 employees. They are responsible for providing technical assistance services to school IT technicians and other personnel. They typically function at Education Line Offices as full journeyman level.

**Level 05 – Information Technology Manager:** Level 05 specialists are normally responsible for the full range of IT support and services functions at medium size schools with over 200 students but less than 300 students and 75 or more employees. They typically function at Education Line Offices as journeyman level, responsible for providing the full range IT support and services to three or more schools. Additionally, these positions exercise the full range of supervisory responsibilities for three or more employees.

**Level 06 – Information Technology Manager:** Level 06 IT managers are normally responsible for the full range of IT support and services functions at large size schools with over 300 students and 150 or more employees. The IT Manager at Education Line Offices functions is responsible for providing the full range IT support and services to four or more schools. Additionally, these positions exercise the full range of supervisory responsibilities for three or more employees.

**Level 07 – Information Technology Manager:** Level 07 IT managers are normally at a large Education Line Office responsible for providing the full range IT support and services to eight or more schools with over 700 total students and over 400 total employees. Additionally, these positions exercise the full range of supervisory responsibilities for three or more employees.

### BASIC EDUCATION AND EXPERIENCE REQUIREMENTS

**Level 03 – Specialist:** Bachelor's Degree in Information Technology or related field.

**Level 04 – Specialist:** Bachelor's Degree in related field and one year related experience.

**Level 05 – Manager:** Bachelor's Degree in related field and two years related experience.

**Level 06 – Manager:** Bachelor's Degree in related field and three years related experience.

**Level 07 – Manager:** Bachelor's Degree in related field and five years related experience.

The education requirement for Information Technology Specialist/Manager requires a Bachelor's Degree (or higher) in Information Technology, Management Information Systems, Computer Science, Information Science, or related field. Degree in Business, Education or Education Administration with a minor in any formal discipline area of Information Technology (listed above) is also qualifying education requirement.

One year of successful experience equivalent to the next lower level of difficulty is required for advancement above level 03. Experience should include network administration involving operating systems for servers and networking and IT security.

**CONDITION OF EMPLOYMENT:**

A valid State Driver's license is a prerequisite, if the position requires operation of a motor vehicle in performance of work. Some positions involve work requiring extensive driving between work sites throughout the geographic jurisdiction of the Education Line Office. A valid State Driver's license must be maintained as a condition of employment; failure to do may result in removal from the position.

**PHYSICAL REQUIREMENTS**

Good distant vision in one eye and ability to read without strain printed material the size of typewritten characters are required, glasses permitted. The ability to hear the conversational voice, with or without a hearing aid, is required. In most instances, and amputation of arm, hand, leg or foot will not disqualify and applicant for appointment, although it may be necessary that this condition be compensated by use of satisfactory prosthesis. In addition, the applicant must possess emotional and mental stability.

The position requires normal physical activity with the work, field travel, and to attendance at meetings and conferences from the duty station. The work also requires lifting hardware and peripheral equipment, and cables.