

Category: 2201  
Exc. Qual. Std.: 61  
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INFORMATION TECHNOLOGY TECHNICIAN/SPECIALIST/MANAGER

CATEGORICAL PAY LEVEL:

Minimum Pay Level: 02

Maximum Pay Level: 07

DESCRIPTION OF WORK:

This job category covers all positions that 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 specialist typically manage, supervise, lead, administer, develop, deliver, and support information technology (IT) systems and services. Paramount requirement of these 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 computer, printers, cables, networking and/or satellite systems are integral of IT work for managers and specialists. Managers and specialist may also be certified as having CIAO (Certified IRM Approving Officials) Authority to review and approve IT investments up to a specified dollar amount.

Technicians typically provide support and augment the work of specialist requiring the application of established methods and procedures; and a practical knowledge, as opposed to a conceptual knowledge, of the techniques and guidelines pertinent to the assignment area. This type of work does not require an understanding of the interrelationships with other IT specialties. They provide support or services to IT specialist involving limited work in one or more specialty areas described above. The work primarily requires knowledge of IT terminology, requirements, procedures, operations, functions, and regulatory policy and procedural requirements. Examples of technician work include: monitoring the operation of small networked systems; adding network users; updating passwords; assisting users on installed common software programs; running scheduled backups; troubleshooting minor problems; and responding to less complex user questions. Technicians normally perform straightforward or assist in installation of computers, printers, cabling, networking and/or satellite systems in accordance with technical instructions by managers and specialists.

#### POSITION TITLES AND LEVEL OF RESPONSIBILITY:

- Level 02 – Information Technology Technician:** Level 02 is the entry level for IT Technician positions. Level 02 technicians work under the direction of an IT Specialist, who provides close supervision and technical assistance on a regular and recurring basis. These positions may be utilized at the school or Education Line Office level whenever such services are required.
- Level 03 – Information Technology Technician:** Level 03 is the full performance level for IT Technician positions. Level 03 technicians are responsible for limited specialist support and services at a school with readily available technical assistance of a specialist at the Education Line Office.
- 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 specialist 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 specialist 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 specialist 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 02 – Technician:** Graduation from high school or equivalent and minimum of three years related experience OR 60 semesters hours in related subjects and one year of related experience.

**Level 03 – Technician:** High School Graduate and five years experience OR Associate Degree in related field and three years related experience. **Specialist:** Bachelor's Degree in Information Technology or related field.

**Level 04 – Specialist:** Bachelor's Degree in related field and one year related experience. Experience should include network administration involving Windows NT operating systems.

**Level 05 – Manager:** Bachelor's Degree in related field and two year related experience. Experience should include network administration involving Windows NT operating systems for servers, and Novell networking and security services.

**Level 06 – Manager:** Bachelor's Degree in related field and three years related experience. Experience should include network administration involving Windows NT operating systems for servers, and Novell networking and security services.

**Level 07 – Manager:** Bachelor's Degree in related field and five years related experience. Experience should include network administration involving Windows NT operating systems for servers, and Novell networking and security services.

Related experience for Information Technology Technician at the 02 Level includes lower level work such as that equivalent to a Level 01 or GS-04 level of difficulty in a technical area. At the 02 Level, within 6 months of employment, must have practical knowledge of Novell and/or Windows NT operating systems utilized by the education line office/school serviced. Related experience at the 03 Level is in the same areas and equivalent to Level 02 or GS-05 or above.

The education requirement for Information Technology Specialist/Manager requires a Bachelor's Degree (or higher) in information Technology, Computer Science, Information Science, Information Systems Management, or related field through the performance of work where the primary concern was the subject matter of the Information Technology application and Information Technology-related efforts were required to facilitate the basic duties. 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.

PHYSICAL REQUIREMENTS:

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. On-site field service involves operation of motor vehicle, which requires possession of current State Drivers license.