

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

<u>CLASSIFICATION SERIES</u> INFORMATION TECHNOLOGY	**DRAFT**	<u>SERIES NUMBER</u>
<u>MAJOR AGENCIES</u> ALL AGENCIES		<u>EFFECTIVE</u>

SERIES PURPOSE

The purpose of the Information Technology classification is to perform or assist in performing technical and agency program support IT activities related to computer hardware and software products, network infrastructure equipment, or telecommunications software or hardware maintenance, and customer support.

CLASS TITLE

Information Technologist 1

CLASS NUMBER

PAY RANGE

EFFECTIVE

CLASS CONCEPT

Under immediate supervision and with knowledge of computers and electronics performs routine analysis, programming, installation, maintenance and/or systems support, diagnoses and resolves low-risk problems using pre-determined methods on computer or telecommunication software and/or hardware, or applications running in stand alone, client/server, web-based, and/or networked environments in order to support information systems and users.

CLASS TITLE

Information Technologist 2

CLASS NUMBER

PAY RANGE

EFFECTIVE

CLASS CONCEPT

Under general supervision and with a working knowledge of information technology principles and methodologies follows established work methods and procedures in order to complete tasks on computers and/or telecommunication software/hardware, applications, support products, projects, or databases for small scale systems or programs or pieces of larger systems or programs, perform standard tasks such as conferring with customers to identify and analyze technology needs and problems, respond to and resolve trouble reports from users, process equipment and service orders, coordinate installations, moves, and changes, analyze problems for parts of applications and solve problems with some assistance, support and enhance existing applications in compliance with specifications and standards, conduct unit, system or usability testing, write specifications and develop reports.

CLASS TITLE

Information Technologist 3

CLASS NUMBER

PAY RANGE

EFFECTIVE

CLASS CONCEPT

Under direction and with considerable knowledge of the information technology lifecycle supports information systems and users in an multiple assigned areas of responsibility (e.g., infrastructure, database administration, software development, business process analysis), independently designs, programs, installs, maintains, ensures quality assurance, troubleshoots and/or provides technical support for applications, hardware and software products, database management systems, support products, network infrastructure equipment, or telecommunications infrastructure, software or hardware, creates installation plans, analyzes and/or corrects network malfunctions.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Information Technologist 1				

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

- Reads and interprets (basic technology manuals and documents)
- Unpacking
- Staging and/or racking of hardware
- Assists in the analysis and diagnosis of simple hardware/software problems
- Installs hardware and/or software
- Basic diagnosis, analysis and resolution
- Provides basic level of customer support & service
- Provides basic level of monitoring and operating
- Provides maintenance support for application software
- Learns and changes application coding specifications
- Installs telecommunications hardware and wiring
- Assists to ensure system(s) security and promotes security awareness

MAJOR WORKER CHARACTERISTICS

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Information Technologist 2				

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

- Reads, interprets and maintains (technology manuals and documents)
- Simple set up and installation (e.g. hardware or software); network connectivity
- Performs and/or assists in the analysis and diagnosis of intermediate hardware and/or software problems
- Installs and maintain hardware and/or software of intermediate complexity
- Intermediate diagnosis, analysis and resolution
- Provides intermediate level of customer support & service
- Provides intermediate level of monitoring, operating and maintaining
- Maintain documentation
- Creates database diagrams
- Enters meta data into repositories
- Writes basic queries
- Monitors repeatable processes
- Conducts data management
- Performs basic loading validation
- Provides maintenance support for application software
- Implements new application methods and function into existing Software specifications
- Assists to ensure system(s) security and promotes security awareness

MAJOR WORKER CHARACTERISTICS

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Information Technologist 3				

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

- Creates and/or develops, reads, interprets and maintains (technology manuals and documents)
- Set up, installation and configuration of moderate complexity (e.g. hardware and/or software); network connectivity
- Performs analysis, diagnosis and resolution of hardware and/or software problems across multiple platforms of low risk.
- Installs, maintains and configures hardware and/or software of moderate complexity
- Diagnosis, analysis and resolution of moderate complexity
- Provides advanced level of customer support & service
- Provides advanced level of monitoring, operating and maintaining
- Develop and maintain documentation
- Stays current regarding new technologies, standards and techniques and learns and/or acquires new skills as required
- Performs supporting maintenance for application software
- Upgrades dated software to newer versions
- Implements new application methods and functions into existing Software
- Assists to ensure system(s) security and promotes security awareness

MAJOR WORKER CHARACTERISTICS

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS