

VERMONT JUDICIAL BRANCH

INFORMATION TECHNOLOGY SPECIALIST II

Court: Research and Information

Supervisor: Chief Information Officer

Job Code: 05720J

Exempt/Non-exempt: Non-exempt

Pay Grade: 23

Union Eligible: Yes

PURPOSE:

Technical work providing support for the operation of large and small computer and telecommunications systems, all operating systems, hardware configurations and network connections for a department or agency of Vermont State Government. Incumbents in this class are expected to perform assignments with a high degree of independent action and may provide some instruction or assistance to entry level specialists. This class is the second of three classes in the series and is considered to be the fully-functioning operations specialist. Work is performed under the supervision of an administrative or technical supervisor.

ESSENTIAL JOB FUNCTIONS:

- Works with department and unit staff to establish optimal solutions to computing or telecommunications problems and performs the design of technical solutions.
- Designs new computer applications and modifications to existing systems.
- Installs and analyzes operating systems, network configurations, communications, and software.
- Responsible for in-house computer system or network including development of applications and system maintenance.
- Reviews and recommends technical purchases.
- Responds to user problems and works with users on problem definition and solutions.
- Performs hardware and software evaluations.
- Executes security provisions in accordance with established procedures.
- Provides reports as assigned.
- This position is responsible for all duties defined and other duties as assigned such as training other employees.
- The job entails the operation of various types of electronic equipment and new equipment may be introduced at any time.

OTHER DUTIES AND RESPONSIBILITIES:

- Performs related duties as required.

The above statements provide the general nature and level of work performed by employees of this classification. It is not intended to be an exhaustive list of all the responsibilities, duties and skills required of this classification. Actual assigned duties may differ due to the varying needs of the Judiciary.

MINIMUM QUALIFICATIONS JOBS SKILLS & ABILITIES:

(Required to perform the essential functions of the job.)

Bachelor's degree in computer science;

OR Associate's degree in computer science or college-level course work that includes 15 computer science credits AND two years of experience providing support to staff in the operation, maintenance, and installation of computer systems;

OR Four years of experience providing support to staff in the operation, maintenance, and installation of computer systems.

- Considerable knowledge computer and telecommunications capabilities, procedures, and requirements.
- Considerable knowledge of systems programming, database techniques and procedures.
- Considerable knowledge of systems analysis and design practices and procedures.
- Ability to identify, analyze, and resolve problems effectively.
- Ability to plan and coordinate work assignments.
- Ability to maintain computer records.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships.
- Thorough knowledge of department and unit rules, regulations, policies, and procedures, particularly as they relate to information technology.
- Ability to coordinate all aspects of project planning, control techniques, time management, and staff training.
- Ability to review and resolve day to day system operation problems of considerable complexity.