

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM010	Mgr, Systems Dev	Front Line Mgr	Manager (1,2,3)	Professionals	M

Job Summary

Manages the development and support of information systems. Oversees the work of staff involved in programming, computer operations or support services. Directs subordinate supervisors and staff.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of directly related supervisory experience OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Five years of directly related supervisory experience OR Two years of experience at the lower level Systems Architect (ITP024) or position equivalent. Note: Related professional experience may substitute for the minimum educational requirement on a year-for-year basis.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM011	Mgr 2, Systems Dev	Front Line Mgr	Manager (1,2,3)	Professionals	N

Job Summary

Leads the development and support of information systems. Oversees the work of staff involved in programming, computer operations or support services. Directs subordinate managers and staff. This position typically has a broader scope or higher level of responsibility with an organization than a first-line manager.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of directly related management experience OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Five years of directly related management experience OR Two years of experience at the lower level Mgr, Systems Dev (ITM010) or position equivalent. Note: Related professional experience may substitute for the minimum educational requirement on a year-for-year basis.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM012	Sr Mgr, Systems Dev	Front Line Mgr	Senior Manager	Professionals	O

Job Summary

Directs the operations and productions and/or the development and support of information systems. Oversees the work of staff involved in programming, computer operations, vendor interface and/or support services. Directs subordinate managers and staff.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Five years of directly related management experience OR Associate's/Vocational/Technical degree from an accredited college or university AND Seven years of directly related management experience OR Two years of experience at the lower level Mgr 2, Systems Dev (ITM011) or position equivalent. Note: Related professional experience may substitute for the minimum educational requirement on a year-for-year basis.

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Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM013	Dir, Systems Dev	Mid Level Mgr	Director	Officials and Administrators	P

Job Summary

Oversees the development and support of information systems. Oversees the work of staff involved in programming, computer operations or support services. Provides leadership to subordinate managers and staff.

Entry Qualifications

Bachelor's degree in an information technology related field from an accredited college or university AND Five years of directly related management experience OR Associate's/Vocational/Technical degree in an information technology related field from an accredited college or university AND Seven years of directly related management experience OR Two years of experience at the lower level Sr Mgr, Systems Dev (ITM012) or position equivalent. Note: Related professional experience may substitute for the minimum educational requirement on a year-for-year basis.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM020	Mgr, Information Technology	Front Line Mgr	Manager (1,2,3)	Professionals	L

Job Summary

Manages activities in IT fields such as electronic data processing, information systems technology, and electronic security. Oversees the development and implementation of IT projects and initiatives. Directs subordinate supervisors and staff.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Two years of directly-related supervisory/management experience OR Four years of directly-related supervisory/management experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM021	Mgr 2, Information Technology	Front Line Mgr	Manager (1,2,3)	Professionals	N

Job Summary

Leads activities in IT fields such as electronic data processing, information systems technology, and electronic security. Oversees the development and implementation of IT projects and initiatives. Directs subordinate managers and staff.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of directly-related supervisory/management experience OR Five years of directly-related supervisory/management experience OR One year of experience at the lower level Mgr, Information Technology (ITM020) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM022	Mgr 3, Information Technology	Front Line Mgr	Manager (1,2,3)	Professionals	O

Job Summary

Leads and assists with the statewide business objectives in IT fields such as electronic data processing, information systems technology, and electronic security. Oversees the development and implementation of IT projects and initiatives. This manager has a broad scope or a high level of responsibility within an agency or organization. Directs subordinate managers and staff.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Five years of directly-related management experience OR Seven years of directly-related management experience OR One year of experience at the lower level Mgr 2, Information Technology (ITM021) or position equivalent.

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Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM023	Sr. Mgr, Info Technology	Front Line Mgr	Senior Manager	Professionals	P

Job Summary

Directs the statewide business objectives to establish the direction and manage the efforts of activities in IT fields such as electronic data processing, information systems technology, and electronic security, converting those objectives into actions and programs. Ensures business applications and processes are in place and promotes statewide leveraging of all assets and processes.

Entry Qualifications

Bachelor's degree in information technology or a related discipline from an accredited college or university AND Eight years of job specific experience that includes extensive experience in the area of information and data management, logistics and business/process improvement.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM024	Dir, Information Technology	Mid Level Mgr	Director	Officials and Administrators	Q

Job Summary

Oversees the strategic management of all aspects of I/S&T including evaluation, development, implementation, and administration. In addition, this position must ensure that proper practices are followed in the utilization of technology, following a well-established strategic plan/direction. Oversees the development and implementation of IT projects and initiatives. Provides leadership to subordinate managers and staff.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Ten years of directly related management experience OR One year of experience at the lower level Sr. Mgr, Info Technology (ITM023) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM030	Mgr, Infrastructure	Front Line Mgr	Manager (1,2,3)	Professionals	M

Job Summary

Manages the coordination of and planning for the organization's information technology architecture. May assist in planning for hardware resource availability. May assist in the development of new applications. May assist in network interface planning. Provides reports to superiors regarding effectiveness of infrastructure and makes recommendations for the adoption of new procedures. Assigns work to subordinates, monitors performance, and conducts performance appraisals. May conduct interviews and makes recommendations for additional staff.

Entry Qualifications

Bachelor's degree in business administration, computer science or information science/technology or a related field from an accredited college or university AND Four years of experience within information technology which involved planning, organizing, coordinating, and evaluating high level systems or large scale critical information technology projects from conception to implementation. Note: Applicants must also have supervised technical staff experience directly related to network management and network help desk settings.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM031	Mgr 2, Infrastructure	Front Line Mgr	Manager (1,2,3)	Professionals	N

Job Summary

Leads the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards, facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. Directs subordinate supervisors and staff. Will manage large numbers of agency staff or have large scope of responsibility within agency.

Entry Qualifications

Bachelor's degree in business administration, computer science or information science/technology or a related field from an accredited college or university AND Six years of experience within information technology which involved planning, organizing, coordinating, and evaluating high level systems or large scale critical information technology projects from conception to implementation. Note: Applicants must also have supervised technical staff experience directly related to network management and network help desk settings.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM032	Sr. Mgr, Infrastructure	Front Line Mgr	Senior Manager	Professionals	R

Job Summary

Directs the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards, facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. Directs subordinate managers and staff.

Entry Qualifications

Bachelor's degree in business administration, computer science or information science/technology or a related field from an accredited college or university AND Eight years of experience within information technology of an increasingly responsible nature which involved planning, organizing, coordinating, and evaluating high level systems or large scale critical information technology projects from conception to implementation. Note: Applicants must also have Three years of experience in the supervision of technical staff and management experience directly related to network management and network help desk settings.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM033	Dir, Infrastructure	Mid Level Mgr	Director	Officials and Administrators	S

Job Summary

Oversees the implementation of IT architecture and the development and maintenance of the organizations computing/information technology environment. May oversee any or all of the following functions: Operating Systems Programming - creates/supports/uses operating system software and operating system management and utility software, develops/implements operating system enhancements, Technical Support - advises developers and others on the capabilities and constraints of the production computing environment, Systems integration - analyzes potential impacts of software functionality and/or changes across multiple systems/platforms/applications, Packaged Product Evaluation - consults on the implementation and support requirements of purchased/packaged software to applications developers and business units.

Entry Qualifications

Bachelor's degree in business administration, computer science or information science/technology or a related field from an accredited college or university AND Ten years of experience within information technology of an increasingly responsible nature which involved planning, organizing, coordinating, and evaluating high level systems or large scale critical information technology projects from conception to implementation. Note: Applicants must also have Three years of experience in the supervision of technical staff and management experience directly related to network management and network help desk settings.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM050	IT Program Manager 1	Professional	Professional	Professionals	O

Job Summary

Manages multiple IS projects of a complex nature. Responsible for assembling project teams, assigning individual responsibilities, developing schedules and coordinating all necessary resources to ensure timely completion of projects.

Entry Qualifications

Bachelor's degree in business administration, information technology, public administration, management information systems or a related field from an accredited college or university AND Three years of related experience, Two years of which include management/supervisory experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM051	IT Program Manager 2	Professional	Professional	Professionals	P

Job Summary

Leads multiple IS projects of a complex nature. Responsible for assembling project teams, assigning individual responsibilities, developing schedules and coordinating all necessary resources to ensure timely completion of projects. Manages large complex projects from conception through completion following industry recognized project management methodology, experience must have involved independent decision-making, problem-solving, and the utilization of written, oral, and interpersonal communication skills involving diverse units and organizations, Project management including risk management, performance management, strategic planning, and development methodologies.

Entry Qualifications

Bachelor's degree in business administration, information technology, public administration, management information systems or a related field from an accredited college or university AND Five years of related experience, Three years of which include management/supervisory experience.

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Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM052	IT Sr. Program Manager	Front Line Mgr	Senior Manager	Professionals	Q

Job Summary

Directs multiple IS projects of a complex nature. Responsible for assembling project teams, assigning individual responsibilities, developing schedules and coordinating all necessary resources to ensure timely completion of projects. Assists in planning and organizing the unit's work to meet the organization's objectives.

Entry Qualifications

Bachelor's degree in business administration, information technology, public administration, management information systems or a related field from an accredited college or university AND Seven years of demonstrated executive level IT experience, Four years of which include management/supervisory experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM053	IT Program Director	Mid Level Mgr	Director	Officials and Administrators	R

Job Summary

Oversees multiple IS projects of a complex nature. Responsible for assembling project teams, assigning individual responsibilities, developing schedules and coordinating all necessary resources to ensure timely completion of projects. Plans and organizes the unit's work to meet the organization's objectives. Directs and reviews work assignments.

Entry Qualifications

Bachelor's degree in business administration, information technology, public administration, management information systems or a related field from an accredited college or university AND Ten years of demonstrated executive level IT experience, Five years of which include management/supervisory experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM060	Mgr, IT Security	Front Line Mgr	Manager (1,2,3)	Professionals	O

Job Summary

Manages the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards, facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Three years in the specific field of IT Security, One year of which includes management experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM061	Mgr 2, IT Security	Front Line Mgr	Manager (1,2,3)	Professionals	P

Job Summary

Leads the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards, facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. Directs subordinate supervisors and staff. Will manage large numbers of agency staff or have large scope of responsibility within agency.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Five years in the specific field of IT Security, Two years of which include management experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM062	Sr. Mgr, IT Security	Front Line Mgr	Senior Manager	Professionals	Q

Job Summary

Directs the development and delivery of IT security standards, best practices, architecture and systems to ensure information system security across the enterprise. Implements processes and methods for auditing and addressing non-compliance to information security standards, facilitates migration of non-compliant environments to compliant environments. Conducts studies within and outside the organization to ensure compliance with standards and currency with industry security norms. Manages and participates in the planning and implementation of security administration for all IT projects. Responsible for evaluation and selection of security applications and systems. Makes recommendations and assists in the implementation of changes to work methods and procedures to make them more effective or to strengthen security measures. Directs subordinate managers and staff.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Seven years in the specific field of IT Security, Three years of which include team leadership or management experience.

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Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM063	Dir, IT Security	Mid Level Mgr	Director	Officials and Administrators	R

Job Summary

Oversees the delivery of IT security services or functions.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Eight years in the specific field of IT Security, Five years of which include team leadership or management experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITM070	Mgr, Computer Operations	Front Line Mgr	Manager (1,2,3)	Professionals	K

Job Summary

Manages shift operations and activities which provide information services. Monitors all environmental, security and uninterrupted power systems. Coordinates all automated scheduling system activity. Maintains a point of contact for all users of computer operations services to answer questions or resolve problems.

Entry Qualifications

Master's degree in education or a related field from an accredited college or university AND Two years of related experience OR Bachelor's degree in education or a related field from an accredited college or university AND Four years of related experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP010	Programmer 1	Professional	Professional	Professionals	I

Job Summary

Under supervision, designs, codes, tests, modifies and debugs computer software. Analyzes, researches, and resolves program or systems problems and develops program documentation.

Entry Qualifications

Associate's/Vocational/Technical degree in computer science or a related field from an accredited college or university OR One year of programming experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP011	Programmer 2	Professional	Professional	Professionals	J

Job Summary

Under general supervision, designs, codes, tests, modifies and debugs computer software. Analyzes, researches, and resolves program or systems problems and develops program documentation.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university OR Associate's/Vocational/Technical degree in computer science or a related field from an accredited college or university AND One year of programming experience OR One year of experience at the lower level Programmer 1 (ITP010) or position equivalent.

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Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP012	Programmer 3	Professional	Professional	Professionals	K

Job Summary

Under broad supervision, designs, codes, tests, modifies and debugs computer software. Writes and analyzes programs of moderate complexity. Analyzes, researches, and resolves program or systems problems and develops program documentation.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university AND Three years of programming experience OR Associate's/Vocational/Technical degree in computer science or a related field from an accredited college or university AND Four years of programming experience OR Two years of experience at the lower level Programmer 2 (ITP011) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP013	Programmer Spv	Supervisor	Supervisor	Professionals	L

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the design, coding, testing, modification and debugging of computer software. Leads system development and/or maintenance in an application area. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university AND Five years of programming experience OR Associate's/Vocational/Technical degree in computer science or a related field from an accredited college or university AND Six years of programming experience OR Two years of experience at the lower level Programmer 3 (ITP012) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP020	Systems Analyst 1	Professional	Professional	Professionals	J

Job Summary

Under supervision, analyzes user requirements, procedures, and problems to automate business processes. Provides installation, network access, control and troubleshooting for computers.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND One year of related experience OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Three years of related experience OR Five years of related experience. Note: Related professional experience may substitute for the minimum educational requirement on a year-for-year basis.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP021	Systems Analyst 2	Professional	Professional	Professionals	K

Job Summary

Under general supervision, analyzes user requirements, procedures, and problems to automate business processes, upgrade or modify existing systems. Provides installation, network access, control and troubleshooting for computers.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND One year of related experience OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Three years of related experience OR One year of experience at the lower level Systems Analyst 1 (ITP020) or position equivalent. Note: Related professional experience may substitute for the minimum educational requirement on a year-for-year basis.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP022	Systems Analyst 3	Professional	Professional	Professionals	L

Job Summary

Under broad supervision, analyzes user requirements, procedures, and problems to automate business processes, upgrade or modify existing systems and review system-wide capabilities, workflow, and scheduling limitations.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of related experience OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Five years of related experience OR One year of experience at the lower level Systems Analyst 2 (ITP021) or position equivalent. Note: Related professional experience may substitute for the minimum educational requirement on a year-for-year basis.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP023	Systems Analyst 4	Supervisor	Supervisor	Professionals	M

Job Summary

Under limited supervision, analyzes user requirements, procedures, and problems to automate business processes, upgrade or modify existing systems and review system-wide capabilities, workflow, and scheduling limitations. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. May also serve in a lead role.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Five years of related experience OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Seven years of related experience OR One year of experience at the lower level Systems Analyst 3 (ITP022) or position equivalent. Note: Related professional experience may substitute for the minimum educational requirement on a year-for-year basis.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP024	Systems Architect	Professional	Professional	Professionals	M

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Analyzes user requirements, procedures, and problems to automate business processes, upgrade or modify existing systems and review system-wide capabilities, workflow, and scheduling limitations.

Entry Qualifications

Bachelor's degree from an accredited college or university in a related field AND Five years of related experience, Two years of which in a supervisory or lead role OR Associate's/Vocational/Technical degree in a related field from an accredited college or university AND Seven years of related experience, Two years of which in a supervisory or lead role OR One year of experience at the lower level Systems Analyst 4 (ITP023) or position equivalent. Note: Related professional experience may substitute for the minimum educational requirement on a year-for-year basis.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP030	Database Administrator 1	Professional	Professional	Professionals	L

Job Summary

Under supervision, learns to design and/or secure computer databases to store, track, and maintain a large volume of critical business information. Assists with simple, routine database tasks.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university OR Three years of software applications experience designing, testing, and coding applications of related databases.

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Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP031	Database Administrator 2	Professional	Professional	Professionals	M

Job Summary

Under general supervision, designs and secures computer databases to store, track, and maintain a large volume of critical business information.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university AND Two years of experience in support of an operating system, database management system or a related field OR Two years of experience at the lower level Database Administrator 1 (ITP030) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP032	Database Administrator 3	Professional	Professional	Professionals	N

Job Summary

Under broad supervision designs and secures computer databases to store, track, and maintain a large volume of critical business information. Develops database models, definitions and standards for administering databases and coordinates projects.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university AND Three years of experience in support of an operating system, database management system or a related field OR Two years of experience at the lower level Database Administrator 2 (ITP031) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP033	Database Administrator 4	Professional	Professional	Professionals	O

Job Summary

Under limited supervision, coordinates design and secures computer databases to store, track, and maintain a large volume of critical business information. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. May also serve in a lead role.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university AND Four years of experience in support of an operating system, database management system or a related field OR Two years of experience at the lower level Database Administrator 3 (ITP032) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP034	Database Architect	Supervisor	Supervisor	Professionals	O

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the coordination of design and security for computer databases to store, track, and maintain a large volume of critical business information.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university AND Four years of experience in support of an operating system, database management system or a related field, One year of which in a lead or supervisory role OR Two years of experience at the lower level Database Administrator 4 (ITP033) or position equivalent.

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Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP040	Systems Administrator 1	Professional	Professional	Professionals	L

Job Summary

Under supervision, installs, configures, and supports a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Performs necessary maintenance to support network availability.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university OR Associate's degree in a related field from an accredited college or university AND Two years of related experience OR Four years of related experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP041	Systems Administrator 2	Professional	Professional	Professionals	M

Job Summary

Under general supervision, installs, configures, and supports a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Performs necessary maintenance to support network availability.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND One year of related experience OR Associate's degree in a related field from an accredited college or university AND Three years of related experience OR Five years of related experience OR One year of experience at the lower level Systems Administrator 1 (ITP040) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP042	Systems Administrator 3	Professional	Professional	Professionals	N

Job Summary

Under broad supervision, installs, configures, and supports a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Performs necessary maintenance to support network availability.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of related experience OR Associate's degree in a related field from an accredited college or university AND Five years of related experience OR Seven years of related experience OR One year of experience at the lower level Systems Administrator 2 (ITP041) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP043	Systems Administrator 4	Supervisor	Supervisor	Professionals	O

Job Summary

Under limited supervision, oversees the installation, configuration, and support to a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Recommends equipment improvement or replacement. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. May also serve in a lead role.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Five years of related experience OR Associate's degree in a related field from an accredited college or university AND Seven years of related experience OR Nine years of related experience OR Two years of experience at the lower level Systems Administrator 3 (ITP042) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP044	Infrastructure Architect	Professional	Professional	Professionals	O

Job Summary

Supervises guides, and/or instructs the work assignments of subordinate staff. Supervises the installation, configuration, and support to a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Recommends equipment improvement or replacement.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Five years of related experience, Two years of which in a supervisory or lead role OR Associate's degree in a related field from an accredited college or university AND Seven years of related experience, Three years of which in a supervisory or lead role OR Nine years of related experience, Three years of which in a supervisory or lead role OR Two years of experience at the lower level Systems Administrator 4 (ITP043) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP050	Webmaster 1	Professional	Professional	Professionals	L

Job Summary

Under supervision, learns to implement web technology to create and maintain websites. Develops and manages the content, design, layout and scheme for agency and/or division sites.

Entry Qualifications

Associate's degree in business administration, graphic design or a related field from an accredited college or university OR One year of experience in designing, editing, and maintaining a business web site.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP051	Webmaster 2	Professional	Professional	Professionals	M

Job Summary

Under general supervision, implements web technology to create and maintain websites. Develops and manages the content, design, layout and scheme for agency and/or division sites.

Entry Qualifications

Bachelor's degree in business administration, graphic design or a related field from an accredited college or university OR Two years of experience in designing, editing, and maintaining a business web site.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP052	Webmaster 3	Professional	Professional	Professionals	N

Job Summary

Under broad supervision, implements web technology to create and maintain websites. Develops and manages the content, design, layout and scheme for agency and/or division sites.

Entry Qualifications

Bachelor's degree in business administration, graphic design or a related field from an accredited college or university AND One year of experience in designing, editing, and maintaining a business web site OR Three years of experience in designing, editing, and maintaining a business web site.

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Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP053	Webmaster Spv	Supervisor	Supervisor	Professionals	O

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the implementation of web technology to create and maintain websites. Develops and manages the content, design, layout and scheme for agency and/or division sites. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff.

Entry Qualifications

Bachelor's degree in business administration, graphic design or a related field from an accredited college or university AND Two years of experience in designing, editing, and maintaining a business web site OR Five years of experience in designing, editing, and maintaining a business web site.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP060	IT Business Analyst 1	Professional	Professional	Professionals	J

Job Summary

Under supervision, analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Supports the user community in the use of functional business tools and support systems.

Entry Qualifications

Associate's degree in a related field from an accredited college or university OR High school diploma or GED AND One year of experience providing information and referral services to the public.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP061	IT Business Analyst 2	Professional	Professional	Professionals	K

Job Summary

Under general supervision, analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Supports the user community in the use of functional business tools and support systems.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university OR Associate's degree in a related field from an accredited college or university AND Two years of related experience OR Two years of experience at the lower level IT Business Analyst 1 (ITP060) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP062	IT Business Analyst 3	Professional	Professional	Professionals	L

Job Summary

Under broad supervision, analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Supports the user community in the use of functional business tools and support systems. May act as a team or project leader.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND One year of related experience OR Associate's degree in a related field from an accredited college or university AND Three years of related experience OR Two years of experience at the lower level IT Business Analyst 2 (ITP061) or position equivalent.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP063	IT Business Analyst 4	Supervisor	Supervisor	Professionals	M

Job Summary

Under limited supervision, analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Establishes standards and procedures to be used in the development of systems. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. May also serve in a lead role.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Two years of related experience OR Associate's degree in a related field from an accredited college or university AND Four years of related experience OR Two years of experience at the lower level IT Business Analyst 3 (ITP062) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP064	IT Busi Solutions Architect	Professional	Professional	Professionals	N

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Analyzes customer business needs and participates in the planning, design and implementation of new or enhanced systems. Establishes standards and procedures to be used in the development of systems.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Two years in a related lead or supervisory role OR Associate's degree in a related field from an accredited college or university AND Four years of related experience, Two years of which in a related lead or supervisory role OR Two years of experience at the lower level IT Business Analyst 4 (ITP063) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP070	Telecommunications Spec 1	Professional	Professional	Professionals	H

Job Summary

Under supervision, performs the installation, repair, and planning of telephone, radio, data, video and voice and data processing telecommunications systems. Systems may include voice transmission, cellular capabilities, data communication, cable-to-modem communication, and satellite communication capabilities. Performs work involved in developing, refining and complying with telecommunications systems planning.

Entry Qualifications

Associate's degree in a related field from an accredited college or university AND One year of experience OR Three years of related experience OR One year at the lower level Telecommunications Tech Spv (ITT043) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP071	Telecommunications Spec 2	Professional	Professional	Professionals	I

Job Summary

Under general supervision, performs the installation, repair, and planning of telephone, radio, data, video and voice and data processing telecommunications systems. Systems may include voice transmission, cellular capabilities, data communication, cable-to-modem communication, and satellite communication capabilities. Performs work involved in developing, refining and complying with telecommunications systems planning.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university OR Associate's degree in a related field from an accredited college or university AND Two years of experience OR Five years of related experience OR Two years of experience at the lower level Telecommunications Spec 1 (ITP070) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP072	Telecommunications Spec 3	Professional	Professional	Professionals	J

Job Summary

Under broad supervision, performs the installation, repair, and planning of telephone, radio, data, video and voice and data processing telecommunications systems. Systems may include voice transmission, cellular capabilities, data communication, cable-to-modem communication, and satellite communication capabilities. Performs work involved in developing, refining and complying with telecommunications systems planning. May evaluate products and determines product costs for product selection.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND One year of related experience OR Associate's degree in a related field from an accredited college or university AND Three years of experience OR Six years of related experience OR One year of experience at the lower level Telecommunications Spec 2 (ITP071) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP073	Telecommunications Spec 4	Professional	Professional	Professionals	K

Job Summary

Under limited supervision, coordinates the installation, repair, and planning of telephone, radio, data, video and voice and data processing telecommunications systems. Systems may include voice transmission, cellular capabilities, data communication, cable-to-modem communication, and satellite communication capabilities. Performs work involved in developing, refining and complying with telecommunications systems planning. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff. May also serve in a lead role.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of related experience OR Associate's degree in a related field from an accredited college or university AND Five years of experience OR One year of experience at the lower level or position equivalent Telecommunications Spec 3 (ITP072) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP074	Telecommunications Spec Spv	Supervisor	Supervisor	Professionals	L

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the coordination, installation, repair, and planning of telephone, radio, data, video and voice and data processing telecommunications systems. Systems may include voice transmission, cellular capabilities, data communication, cable-to-modem communication, and satellite communication capabilities. Performs work involved in developing, refining and complying with telecommunications systems planning. Evaluate products and determines product costs for product selection.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of related experience, One year of which in a supervisory or lead role OR Associate's degree in a related field from an accredited college or university AND Five years of experience, Two years of which in a supervisory or lead role OR One year of experience at the lower level Telecommunications Spec 4 (ITP073) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP080	Information Security Analyst 1	Professional	Professional	Professionals	K

Job Summary

Under supervision, implements agency activities in Information Technology, specifically in the field of Information Security, enforces the organizations' security policies and procedures, security awareness program, information security portion of the business continuity and disaster recovery plans and all industry and government compliances issues, and in the design of and development of security procedures to allow the deployment management, control updating of platform and user specific security policies on a diverse range of internal hardware platforms supporting various software operating systems.

Entry Qualifications

Associate's degree in information technology, computer science, information assurance, or a related field from an accredited college or university AND Four years of information technology experience, One year of which in information security or information assurance.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP081	Information Security Analyst 2	Professional	Professional	Professionals	L

Job Summary

Under general supervision, plans, directs and coordinates agency activities in Information Technology, specifically in the field of Information Security. Develops and enforces the organization's security policies and procedures, information security awareness program, the security information portion of the business continuity and disaster recovery plans, and all industry and government compliances issues. Incorporates the design of and develops security procedures to allow the deployment, management, control updating of platform and user specific security policies on a diverse range of internal hardware platforms supporting various software operating systems.

Entry Qualifications

Bachelor's degree in information technology, computer science, information assurance, or a related field from an accredited college or university AND Five years of information technology experience, One year of which in information security or information assurance.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP082	Information Security Analyst 3	Professional	Professional	Professionals	M

Job Summary

Under broad supervision, plans, directs and coordinates agency activities in Information Technology, specifically in the field of Information Security. Develops and enforces the organization's security policies and procedures, security awareness program, the information security portion of the business continuity and disaster recovery plans, and all industry and government compliances issues. Incorporates the design of and develops security procedures to allow the deployment, management, control updating of platform and user specific security policies on a diverse range of internal hardware platforms supporting various software operating systems.

Entry Qualifications

Bachelor's degree in information technology, computer science, information assurance, or a related field from an accredited college or university AND Six years of information technology experience, Two years of which in information security or information assurance.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP083	Info Security Analyst Spv	Supervisor	Supervisor	Professionals	N

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the planning, directing and coordination of agency activities in Information Technology, specifically in the field of Information Security. Develops and enforces the organization's security policies and procedures, security awareness program, the information security portion of the business continuity and disaster recovery plans, and all industry and government compliances issues. Incorporates the design of and develops security procedures to allow the deployment, management, control updating of platform and user specific security policies on a diverse range of internal hardware platforms supporting various software operating systems.

Entry Qualifications

Bachelor's degree in information technology, computer science, information assurance, or a related field from an accredited college or university AND Eight years of information technology experience, Two years of which in information security or information assurance.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP090	Developer 1	Professional	Professional	Professionals	M

Job Summary

Under supervision, designs, codes, tests, modifies and debugs computer software at an entry level. Researches and analyzes program or systems problems and develops program documentation. Translates business requirements into development activities in secure and maintainable code.

Entry Qualifications

Bachelor's degree from an accredited college or university with coursework in computer science or management information systems.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP091	Developer 2	Professional	Professional	Professionals	N

Job Summary

Under general supervision, designs, codes, tests, modifies and debugs computer software at an entry level. Researches and analyzes program or systems problems and develops program documentation. Translates business requirements into development activities in secure and maintainable code.

Entry Qualifications

Bachelor's degree from an accredited college or university with coursework in computer science or management information systems AND Two years of related experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP092	Developer 3	Professional	Professional	Professionals	O

Job Summary

Under broad supervision, designs, codes, tests, modifies and debugs computer software at an entry level. Researches and analyzes program or systems problems and develops program documentation. Translates business requirements into development activities in secure and maintainable code.

Entry Qualifications

Bachelor's degree from an accredited college or university with coursework in computer science or management information systems AND Six years of related experience.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP093	Developer Spv	Supervisor	Supervisor	Professionals	P

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the design, coding, testing, modification and debugging of computer software. Researches and analyzes program or systems problems and develops program documentation. Translates business requirements into development activities in secure and maintainable code.

Entry Qualifications

Bachelor's degree from an accredited college or university with coursework in computer science or management information systems AND Ten years of skill-specific related experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP100	Network Engineer 1	Professional	Professional	Professionals	N

Job Summary

Under supervision, learns how to have a combination of strong technical skills and knowledge of database administration.

Entry Qualifications

Associate's degree in programming/systems, computer science or mathematics from an accredited college or university with specialized training or certification.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP101	Network Engineer 2	Professional	Professional	Professionals	O

Job Summary

Under general supervision, combine strong technical skills with knowledge of the database administration. Incumbents work on one or more projects of high complexity within areas of expertise.

Entry Qualifications

Associate's degree in programming/systems, computer science or mathematics from an accredited college or university with specialized training or certification AND Two years of experience administering PeopleSoft applications in a multi-platform environment.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP102	Network Engineer 3	Professional	Professional	Professionals	P

Job Summary

Under broad supervision, combine strong technical skills with knowledge of database administration. Provides technical support to development team members. Incumbents typically work on one or more projects of high complexity within areas of expertise.

Entry Qualifications

Associate's degree in programming/systems, computer science or mathematics from an accredited college or university with specialized training or certification AND Four years of experience administering PeopleSoft applications in a multi-platform environment.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP103	Network Engineer 4	Professional	Professional	Professionals	Q

Job Summary

Under limited supervision, provide technical support to development team members. Incumbents typically work on one or more projects of high complexity within area of expertise and are regarded as a subject matter expert. May also serve in a lead role and/or supervise lower-level staff.

Entry Qualifications

Associate's degree in programming/systems, computer science or mathematics from an accredited college or university with specialized training or certification AND Six years of experience administering PeopleSoft applications in a multi-platform environment.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP110	Project Coordinator 1	Professional	Professional	Professionals	K

Job Summary

Under supervision, applies project management knowledge, skills, tools, and techniques in supporting project leads and driving the development and application of project management methodology and culture.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND One year of experience involving IT projects AND eligibility to sit for Project Management Professional (PMP) certification.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP111	Project Manager 1	Professional	Professional	Professionals	L

Job Summary

Under general supervision, applies project management knowledge, skills, tools, and techniques in supporting project leads and driving the development and application of project management methodology and culture.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of recent relevant project management experience, with a progression in responsibility AND eligibility to sit for Project Management Professional (PMP) certification.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP112	Project Manager 2	Professional	Professional	Professionals	M

Job Summary

Under broad supervision, manages projects through the full life cycle from project definition and approval through implementation and evaluation of all project deliverables. Incumbents must create a collaborative partnership with the all internal and external team members to accomplish the deliverables within the timeframes and budgets defined. Provides guidance to the project team and utilizes standard project management methodology.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Five years of recent relevant project management experience, with a progression in responsibility AND eligibility to sit for Project Management Professional (PMP) certification.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP113	Project Manager 3	Professional	Professional	Professionals	N

Job Summary

Under limited supervision, manages projects through the full life cycle from project definition and approval through implementation and evaluation of all project deliverables. Incumbents must create a collaborative partnership with the all internal and external team members to accomplish the deliverables within the timeframes and budgets defined. Provides guidance to the project team and utilizes standard project management methodology. May also serve in a lead role and/or supervise lower-level staff.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Seven years of recent relevant project management experience, with a progression in responsibility AND eligibility to sit for Project Management Professional (PMP) certification.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP120	Programmer Analyst 1	Professional	Professional	Professionals	K

Job Summary

Under supervision, maintain and troubleshoot computers, servers, peripherals, and/or applications and implement consistent procedures and standards for general system maintenance in consultation with the Information Systems staff. Converts project specifications into procedure for coding. Enters program codes into computer system.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP121	Programmer Analyst 2	Professional	Professional	Professionals	L

Job Summary

Under general supervision, maintain and troubleshoot computers, servers, peripherals, and/or applications and implement consistent procedures and standards for general system maintenance in consultation with the Information Systems staff. Converts project specifications into procedure for coding. Enters program codes into computer system.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university AND One year of job related experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP122	Programmer Analyst 3	Professional	Professional	Professionals	M

Job Summary

Under broad supervision, maintain and troubleshoot computers, servers, peripherals, and/or applications and implement consistent procedures and standards for general system maintenance in consultation with the Information Systems staff. Converts project specifications into procedure for coding. Enters program codes into computer system. Owns assigned tasks.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university AND Three years of system experience in developing or supporting applications.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP123	Programmer Analyst Spv	Supervisor	Supervisor	Professionals	N

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the maintenance and troubleshooting in all phases of computers, servers, peripherals, and/or applications and implement consistent procedures and standards for general system maintenance in consultation with the Information Systems staff. Converts project specifications into procedure for coding. Enters program codes into computer system. Owns assigned tasks.

Entry Qualifications

Bachelor's degree in computer science or a related field from an accredited college or university AND Six years of skill-specific system experience.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP130	Database Analyst 1	Professional	Professional	Professionals	I

Job Summary

Under supervision, provides assistance in monitoring and daily administrating of databases and servers. Works closely with the Software Analysts in designing applications. May provide technical assistance for projects. Appropriately documents databases with systems and user documentation. Provides database support for agency staff.

Entry Qualifications

Bachelor's degree in computer science, information systems, electrical engineering, or mathematics AND Two years of job specific experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP131	Database Analyst 2	Professional	Professional	Professionals	J

Job Summary

Under general supervision, designs, implements, and maintains moderately complex databases. Includes maintenance of database dictionaries and integration of systems through database design.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Four years of related experience OR Two years of experience at the lower level Database Analyst 1 (ITP130) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP132	Database Analyst 3	Professional	Professional	Professionals	K

Job Summary

Under broad supervision, incumbents are proficient in the design, development, integration, testing, and support of large/complex database systems necessary to support the information systems needs of the agency. Owns assigned tasks. May serve as a lead or train staff.

Entry Qualifications

Bachelor's degree in computer science, information systems, electrical engineering, or mathematics from an accredited college or university AND Six years of job specific experience OR Two years of experience at the lower level Database Analyst 2 (ITP131) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP140	Network Administrator 1	Professional	Professional	Professionals	J

Job Summary

Under supervision, schedules and perform preventative maintenance of networking, software and hardware components. Prioritizes, documents and actively resolves end user help requests. Performs network administration duties for all networking, which may include but are not limited to, physical and virtual LANs, firewalls, security and network access control systems for wired and wireless networks.

Entry Qualifications

Bachelor's degree in information technology or related field from an accredited college or university.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP141	Network Administrator 2	Professional	Professional	Professionals	K

Job Summary

Under general supervision, schedules and perform preventative maintenance of networking, software and hardware components. Prioritizes, documents and actively resolves end user help requests. Performs network administration duties for all networking, which may include but are not limited to, physical and virtual LANs, firewalls, security and network access control systems for wired and wireless networks.

Entry Qualifications

Bachelor's degree in information technology or related field from an accredited college or university AND Two years of network infrastructure experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP142	Network Administrator 3	Professional	Professional	Professionals	L

Job Summary

Under broad supervision, schedules and perform preventative maintenance of networking, software and hardware components. Prioritizes, documents and actively resolves end user help requests. Performs network administration duties for all networking, which may include but are not limited to, physical and virtual LANs, firewalls, security and network access control systems for wired and wireless networks. Owns assigned tasks. May serve in a lead role or train staff.

Entry Qualifications

Bachelor's degree in information technology or related field from an accredited college or university AND Five years of network infrastructure experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP143	Network Administrator Spv	Supervisor	Supervisor	Professionals	M

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises schedules and performance of preventative maintenance of networking, software and hardware components. Prioritizes, documents and actively resolves end user help requests. Performs network administration duties for all networking, which may include but are not limited to, physical and virtual LANs, firewalls, security and network access control systems for wired and wireless networks. Owns assigned tasks.

Entry Qualifications

Bachelor's degree in information technology or related field from an accredited college or university AND Eight years of skill-specific network experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP150	Help Desk Analyst 1	Professional	Professional	Professionals	I

Job Summary

Under supervision, assist customers with tier one issues or forward to second tier support for issues beyond their subject matter expertise. Work and communicate with state employees, internal customers, and/or external customers to provide information and services targeted to meet customer expectations.

Entry Qualifications

High school diploma or GED AND Six months of experience handling customers, questions, complaints, and/or providing information.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP151	Help Desk Analyst 2	Professional	Professional	Professionals	J

Job Summary

Under general supervision, assist customers with tier one issues or forward to second tier support for issues beyond their subject matter expertise. Work and communicate with state employees, internal customers, and/or external customers to provide information and services targeted to meet customer expectations.

Entry Qualifications

Associate's degree in a related field from an accredited college or university OR Two years of experience at the lower level Help Desk Analyst 1 (ITP150) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP152	Help Desk Analyst 3	Professional	Professional	Professionals	K

Job Summary

Under broad supervision, assist customers with tier one issues or forward to second tier support for issues beyond their subject matter expertise. Work and communicate with state employees, internal customers, and/or external customers to provide information and services targeted to meet customer expectations. Owns assigned tasks. May serve in a lead role or train staff.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP153	Help Desk Analyst Spv	Supervisor	Supervisor	Professionals	L

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises assistance to customers with resolvable matters or forwarding to second tier support for issues beyond their subject matter expertise. Work and communicate with state employees, internal customers, and/or external customers to provide information and services targeted to meet customer expectations. Incumbents at this level should possess all skills required to perform all job responsibilities and may be required to back up the managers.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Two years of experience supervising in a call center or help desk environment.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP160	IT Support Specialist 1	Professional	Professional	Professionals	I

Job Summary

Under supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. Analyzes and designs software modifications to meet users' needs. May develop and conduct training programs for software/hardware users.

Entry Qualifications

High school diploma or GED AND training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP161	IT Support Specialist 2	Professional	Professional	Professionals	J

Job Summary

Under general supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. Analyzes and designs software modifications to meet users' needs. May develop and conduct training programs for software/hardware users.

Entry Qualifications

High school diploma or GED AND Six months of education or experience in information security, privacy, system/network administration and support, or application development AND training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP162	IT Support Specialist 3	Professional	Professional	Professionals	K

Job Summary

Under broad supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. Analyzes and designs software modifications to meet users' needs. May develop and conduct training programs for software/hardware users. Owns assigned tasks. May serve as a lead or train staff.

Entry Qualifications

High school diploma or GED AND Two years of education or experience in information security, privacy, system/network administration and support, or application development AND training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP163	IT Support Specialist Spv	Supervisor	Supervisor	Professionals	L

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. Analyzes and designs software modifications to meet users' needs. May develop and conduct training programs for software/hardware users.

Entry Qualifications

High school diploma or GED AND Four years of education or experience in information security, privacy, system/network administration and support, or application development AND training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area OR Two years of experience at the lower level IT Support Specialist 3 (ITP162) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP171	Information Technology Spv 1	Supervisor	Supervisor	Professionals	K

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises a team of IT professionals that define, develop, and maintain information systems within the organization.

Entry Qualifications

Bachelor's degree in an engineering related field from an accredited college or university AND Six months of engineering related experience OR Three years of experience in an engineering related field.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP172	Information Technology Spv 2	Supervisor	Supervisor	Professionals	L

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises a team of IT professionals that define, develop, and maintain information systems within the organization. Reports to IT Manager..

Entry Qualifications

Bachelor's degree in an engineering related field from an accredited college or university AND One year of engineering related experience OR Four years of experience in an engineering related field.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP174	Info Technology Architect	Professional	Professional	Professionals	N

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Assists in planning, scheduling of team resources, status reporting and completion of required documentation for team assignment and projects. Analyzes and develops work or project plans for team assignments. Analyzes and implements solutions to problems associated with assignments. Responsible for project leadership: Coordinates the integrated systems integrity, provides the coordination, communication and project structure between users of Information Services and third party software vendors or programmers, provides systems and installation support and user training. Develops and controls the project schedules, and assigns responsibilities where appropriate. Participates in all aspects of software development, systems design and analysis and project planning and management.

Entry Qualifications

Bachelor's degree in computer science, information systems or related specialty from an accredited college or university AND Ten years of job specific experience that includes system analysis, design and development, and relationship management.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP175	Info Technology Architect Sr	Professional	Professional	Professionals	P

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Plans and schedules team resources, status reporting and completion of required documentation for team assignment and projects. Analyzes and develops work or project plans for team assignments. Analyzes and implements solutions to problems associated with assignments. Demonstrates project leadership: Coordinates the integrated systems integrity, provides the coordination, communication and project structure between users of Information Services and third party software vendors or programmers, provides systems and installation support and user training. Develops and controls the project schedules, and assigns responsibilities where appropriate. Accountable for all aspects of software development, systems design and analysis and project planning and management. Provides thought leadership and direction to other solutions architects.

Entry Qualifications

Master's degree in computer science, information systems or related specialty from an accredited college or university AND Fifteen years of job specific experience that includes system analysis, design and development, and relationship management.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP180	IT Enterprise Busi Analyst 1	Professional	Professional	Professionals	L

Job Summary

Under supervision, analyzes enterprise-wide customer business needs and participates in the planning, design and implementation of new or enhanced systems that may serve multiple state entities. Supports the user community in the use of functional business tools and support systems. Establishes standards and procedures to be used in the development of systems.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND One year of related experience OR Associate's degree in a related field from an accredited college or university AND Three years of related experience OR Two years of experience at the lower level IT Business Analyst 2 (ITP061) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP181	IT Enterprise Busi Analyst 2	Professional	Professional	Professionals	M

Job Summary

Under general supervision, analyzes enterprise-wide customer business needs and participates in the planning, design and implementation of new or enhanced systems that may serve multiple state entities.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Two years in a related position OR Associate's degree in a related field from an accredited college or university AND Three years of related experience, Two years of which in a related position OR Two years of experience at the lower level IT Enterprise Busi Analyst 1 (ITP180) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP182	IT Enterprise Busi Analyst 3	Professional	Professional	Professionals	N

Job Summary

Under broad supervision, analyzes enterprise-wide customer business needs and participates in the planning, design and implementation of new or enhanced systems that may serve multiple state entities. Establishes standards and procedures to be used in the development of systems.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Two years in a related supervisory position OR Associate's degree in a related field from an accredited college or university AND Three years of related experience, Two years of which in a related supervisory position OR Two years of experience at the lower level IT Enterprise Busi Analyst 2 (ITP181) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP183	IT Enterprise Busi Analyst 4	Professional	Professional	Professionals	O

Job Summary

Under limited supervision, assist in planning and scheduling of team resources, status reporting and completion of required documentation for team assignment and projects that have enterprise-wide impact. Analyzes and develops work or project plans for team assignments. Analyzes and implements solutions to problems associated with assignments. Responsible for project leadership: Coordinates the integrated systems integrity, provides the coordination, communication and project structure between users of Information Services and third party software vendors or programmers, provides systems and installation support and user training. Develops and controls the project schedules, and assigns responsibilities where appropriate. Participates in all aspects of software development, systems design and analysis and project planning and management. May also serve in a lead role.

Entry Qualifications

Bachelor's degree in computer science, information systems or related specialty from an accredited college or university AND Ten years of job specific experience that includes system analysis, design and development, and relationship management.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP184	IT Enterprise Busi Analyst Spv	Professional	Professional	Professionals	P

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Plans and schedules team resources, status reporting and completion of required documentation for team assignment and projects that have enterprise-wide impact. Analyzes and develops work or project plans for team assignments. Analyzes and implements solutions to problems associated with assignments. Demonstrates project leadership. Coordinates the integrated systems integrity. Provides the coordination, communication and project structure between users of Information Services and third party software vendors or programmers. Provides systems and installation support and user training. Develops and controls the project schedules, and assigns responsibilities where appropriate. Accountable for all aspects of software development, systems design and analysis and project planning and management. Provides thought leadership and direction to other solutions architects.

Entry Qualifications

Master's degree in computer science, information systems or related specialty from an accredited college or university AND Fifteen years of job specific experience that includes system analysis, design and development, and relationship management.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP191	ER Project Manager 1	Professional	Professional	Professionals	M

Job Summary

Under general supervision, applies project management knowledge, skills, tools, and techniques in supporting project leads and driving the development and application of project management methodology and culture. This job performs specialized tasks and operates on an enterprise scope. The incumbent will work with numerous state agencies daily.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Three years of recent relevant project management experience, with a progression in responsibility AND comprehensive knowledge of PeopleSoft Projects.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP192	ER Project Manager 2	Professional	Professional	Professionals	N

Job Summary

Under broad supervision, this position is responsible for managing projects through the full life cycle from project definition and approval through implementation and evaluation of all project deliverables. The incumbent must create a collaborative partnership with the all internal and external team members to accomplish the deliverables within the timeframes and budgets defined. He or she provides guidance to the project team and utilizes standard project management methodology. This job performs specialized tasks and operates on an enterprise scope. The incumbent will work with numerous state agencies daily.

Entry Qualifications

Bachelor's degree in a related field from an accredited college or university AND Six years of recent relevant project management experience, with a progression in responsibility AND comprehensive knowledge of PeopleSoft Projects AND current Project Management Professional (PMP) certification required.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP193	ER Project Manager 3	Professional	Professional	Professionals	O

Job Summary

Under limited supervision, this position is responsible for managing the life cycle of a project from project approval through implementation and evaluation of all project deliverables. The incumbent must create a collaborative partnership with all internal and external team members to accomplish the deliverables. Provides guidance to the project team and ensures the project and utilizes the standard project management methodology. This job performs specialized tasks and operates on an enterprise scope. The incumbent will work with numerous state agencies daily.

Entry Qualifications

Bachelor's degree in computer science or related field from an accredited college or university AND Eight years of job specific experience that includes, but is not limited to leadership, personnel management, developing and managing client relationships to ensure successful completion of project deliverables and maximum client satisfaction AND excellent communication skills, coupled with an intricate knowledge of, and experience with, the software life cycle process AND comprehensive knowledge of PeopleSoft Projects AND current Project Management Professional (PMP) certification required.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP200	Digital Forensic Investigatr 1	Professional	Professional	Professionals	LK

Job Summary

Under supervision, performs forensic examinations of computer operating systems, assists in investigating criminal activity by retrieving stored data from computers utilized in criminal activities, provides technical assistance and training to other state and local agencies on computer forensic issues, testifies in court and works with the Internet Safety program through training development and scheduling presentations.

Entry Qualifications

Bachelor's degree in a related area from an accredited college or university.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP201	Digital Forensic Investigatr 2	Professional	Professional	Professionals	LL

Job Summary

Under general supervision, performs forensic examinations of computer operating systems, assists in investigating criminal activity by retrieving stored data from computers utilized in criminal activities, provides technical assistance and training to other state and local agencies on computer forensic issues, testifies in court and works with the Internet Safety program through training development and scheduling presentations.

Entry Qualifications

Bachelor's degree in a related area from an accredited college or university AND Three years of related experience OR Two years of experience at the lower level Digital Forensic Investigatr 1 (ITP200) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP202	Digital Forensic Investigatr 3	Professional	Professional	Professionals	LM

Job Summary

Under broad supervision, performs forensic examinations of computer operating systems, assists in investigating criminal activity by retrieving stored data from computers utilized in criminal activities, provides technical assistance and training to other state and local agencies on computer forensic issues, testifies in court and works with the Internet Safety program through training development and scheduling presentations.

Entry Qualifications

Bachelor's degree in a related area from an accredited college or university AND Five years of related experience OR Two years of experience at the lower level Digital Forensic Investigatr 2 (ITP201) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP203	Digital Forensic Investigatr 4	Professional	Professional	Professionals	LN

Job Summary

Under limited supervision, serves as subject matter expert (SME) and performs forensic examinations of computer operating systems, assists in investigating criminal activity by retrieving stored data from computers utilized in criminal activities, provides technical assistance and training to other state and local agencies on computer forensic issues, testifies in court and works with the Internet Safety program through training development and scheduling presentations. May also serve in a lead role.

Entry Qualifications

Bachelor's degree in a related area from an accredited college or university AND Seven years of related experience and industry-specific certification OR Two years of experience at the lower level Digital Forensic Investigatr 3 (ITP202) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP210	Criminal Justice IS Analyst 1	Professional	Professional	Technicians	I

Job Summary

Under supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.

Entry Qualifications

Bachelor's degree from an accredited college or university OR Three years of experience at the lower level Criminal Justice IS Spec 2 (ITT081) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP211	Criminal Justice IS Analyst 2	Professional	Professional	Technicians	J

Job Summary

Under general supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Two years of related experience OR Five years of experience at the lower level Criminal Justice IS Spec 2 (ITT081) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP212	Criminal Justice IS Analyst 3	Professional	Professional	Technicians	K

Job Summary

Under broad supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Four years of related experience OR Seven years of experience at the lower level Criminal Justice IS Spec 2 (ITT081) or position equivalent.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP213	Criminal Justice IS Analyst 4	Professional	Professional	Technicians	L

Job Summary

Under limited supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center. Serves as highest advanced level subject matter expert and may serve in a lead role.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Six years of related experience OR Nine years of experience at the lower level Criminal Justice IS Spec 2 (ITT081) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP214	Criminal Justice IS Anlyst Spv	Supervisor	Supervisor	Professionals	M

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Eight years of related professional experience OR Eleven years of experience at the lower level Criminal Justice IS Spec 2 (ITT081) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITP214	Criminal Justice IS Anlyst Spv	Supervisor	Supervisor	Professionals	M

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Performs work related to operations, technical development, quality assurance, policy and operational standards, and user support with regards to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Eight years of related experience OR Eleven years of experience at the lower level Criminal Justice IS Spec 2 (ITT081) or position equivalent.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT010	Help Desk Support Spec 1	Technician	Technician - Uncertified	Technicians	F

Job Summary

Under direct supervision, provides assistance to computer system users. Answers questions or resolves computer problems for clients in person, via telephone, email or from remote locations.

Entry Qualifications

Vocational/Technical degree in computer applications, computer technology or a closely related area from an accredited college OR High school diploma or GED AND One year of experience providing software or hardware customer support of technical assistance to computer users.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT011	Help Desk Support Spec 2	Technician	Technician - Uncertified	Technicians	G

Job Summary

Under general supervision, provides assistance to computer system users. Answers questions or resolves computer problems for clients in person, via telephone, email or from remote locations.

Entry Qualifications

Vocational/Technical degree in computer applications, computer technology or a closely related area from an accredited college AND Six months of experience providing software or hardware customer support OR Two years of college coursework in computer applications, computer technology or a closely related area OR High school diploma or GED AND One year of experience providing software or hardware customer support of technical assistance to computer users.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT012	Help Desk Support Spec 3	Technician	Technician - Uncertified	Technicians	H

Job Summary

Under broad supervision, provides assistance to computer system users. Answers questions or resolves computer problems for clients in person, via telephone, email or from remote locations. May serve as lead worker.

Entry Qualifications

Vocational/Technical degree in computer applications, computer technology or a closely related area from an accredited college AND One year of experience providing software or hardware customer support OR High school diploma or GED AND Two years of experience providing software or hardware customer support of technical assistance to computer users OR Two years of experience at the lower level Help Desk Support Spec 2 (ITT011) or position equivalent.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT013	Help Desk Support Spec Spv	Supervisor	Supervisor	Technicians	J

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises assistance to computer system users. Answers questions or resolves computer problems for clients in person, via telephone, email or from remote locations.

Entry Qualifications

Vocational/Technical degree in computer applications, computer technology or a closely related area from an accredited college AND Two years of experience providing software or hardware customer support, One year of which in a lead or supervisory role OR High school diploma or GED AND Three years of experience providing software or hardware customer support of technical assistance to computer users OR Two years of experience at the lower level Help Desk Support Spec 3 (ITT012) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT020	Communications Hardware Spec	Technician	Technician - Uncertified	Technicians	H

Job Summary

Under direct supervision, provides installation, programming, troubleshooting, and repair of data communications and telecommunications equipment.

Entry Qualifications

Vocational/Technical degree in electronic technology, computer technology, or telecommunications technology from an accredited college OR High school diploma or GED AND One year of experience in the installation and/or repair of computers, communications, and/or technical equipment in the area of assignment.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT021	Communications Hardware Spec	Technician	Technician - Uncertified	Technicians	I

Job Summary

Under general supervision, provides installation, programming, troubleshooting, and repair of data communications and telecommunications equipment.

Entry Qualifications

Vocational/Technical degree in electronic technology, computer technology, or telecommunications technology from an accredited college AND One year of experience in the area of assignment OR High school diploma or GED AND Two years of experience in the installation and/or repair of computers, communications, and/or technical equipment in the area of assignment OR One year of experience at the lower level Communications Hardware Spec 1 (ITT020) or position equivalent.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT022	Communications Hardware Spec	Technician	Technician - Uncertified	Technicians	J

Job Summary

Under broad supervision, provides installation, programming, troubleshooting, and repair of data communications and telecommunications equipment.

Entry Qualifications

Vocational/Technical degree in electronic technology, computer technology, or telecommunications technology from an accredited college AND Two years of experience in the area of assignment OR High school diploma or GED AND Three years of experience in the installation and/or repair of computers, communications, and/or technical equipment in the area of assignment OR One year of experience at the lower level Communications Hardware Spec 2 (ITT021) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT023	Comm Hardware Spec Spv	Supervisor	Supervisor	Technicians	K

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff and provides installation, programming, troubleshooting, and repair of data communications and telecommunications equipment.

Entry Qualifications

Vocational/Technical degree in electronic technology, computer technology, or telecommunications technology from an accredited college or university AND Three years of experience in the area of assignment OR High school diploma or GED AND Four years of experience in the installation and/or repair of computers, communications, and/or technical equipment in the area of assignment OR Two years of experience at the lower level Communications Hardware Spec 3 (ITT022) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT030	Computer Operator 1	Technician	Technician - Uncertified	Technicians	G

Job Summary

Under direct supervision, operates computer and peripheral equipment. Performs clerical and maintenance tasks in support of a mainframe computer complex or other large centralized IT system.

Entry Qualifications

Vocational/Technical degree in a related field from an accredited college OR High school diploma or GED AND Six months of experience operating computer consoles and/or peripheral equipment.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT031	Computer Operator 2	Technician	Technician - Uncertified	Technicians	H

Job Summary

Under general supervision, operates computer and peripheral equipment. Performs clerical and maintenance tasks in support of a mainframe computer complex or other large centralized IT system.

Entry Qualifications

Vocational/Technical degree in a related field from an accredited college AND Six months of related experience OR High school diploma or GED AND One year of experience operating computer consoles and/or peripheral equipment.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT032	Computer Operator 3	Technician	Technician - Uncertified	Technicians	I

Job Summary

Operates computer and peripheral equipment. Performs clerical and maintenance tasks in support of a mainframe computer complex or other large centralized IT system. Develops operator training plans and manages the resolution of processing problems. May serve as lead worker.

Entry Qualifications

Vocational/Technical degree in a related field from an accredited college AND One year of related experience OR High school diploma or GED AND Two years of experience operating computer consoles and/or peripheral equipment OR One year of experience at the lower level Computer Operator 2 (ITT031) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT033	Computer Operator Spv	Supervisor	Supervisor	Technicians	J

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff, the operation of computer and peripheral equipment. Supervises/leads clerical and maintenance tasks in support of a mainframe computer complex or other large centralized IT system. Develops operator training plans and manages the resolution of processing problems.

Entry Qualifications

Vocational/Technical degree in a related field from an accredited college AND Two years of related experience OR High school diploma or GED AND Three years of experience operating computer consoles and/or peripheral equipment OR One year of experience at the lower level Computer Operator 3 (ITT032) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT040	Telecommunications Tech 1	Technician	Technician - Uncertified	Technicians	E

Job Summary

Under direct supervision, operates and maintains radio and telecommunications equipment. Sends, receives and relays both emergency and non-emergency communications.

Entry Qualifications

High school diploma or GED AND Six months of experience in customer service or providing information to the public.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT041	Telecommunications Tech 2	Technician	Technician - Uncertified	Technicians	F

Job Summary

Under general supervision, operates and maintains radio and telecommunications equipment. Sends, receives and relays both emergency and non-emergency communications. May assist in training new workers.

Entry Qualifications

High school diploma or GED AND One year of experience in customer service or providing information to the public.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT042	Telecommunications Tech 3	Technician	Technician - Uncertified	Technicians	G

Job Summary

Under broad supervision, operates and maintains radio and telecommunications equipment. Operates and maintains radio and telecommunications equipment. Sends, receives and relays both emergency and non-emergency communications. May serve as lead worker.

Entry Qualifications

High school diploma or GED AND Two years of experience in customer service or providing information to the public OR Two years of experience at the lower level Telecommunications Tech 2 (ITT041) or position equivalent.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT043	Telecommunications Tech Spv	Supervisor	Supervisor	Technicians	I

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the operation and maintenance of radio and telecommunications equipment. Operates and maintains radio and telecommunications equipment. Sends, receives and relays both emergency and non-emergency communications.

Entry Qualifications

High school diploma or GED AND Three years of experience in customer service or providing information to the public OR Two years of experience at the lower level Telecommunications Tech 3 (ITT042) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT050	Network Technician 1	Technician	Technician - Uncertified	Technicians	H

Job Summary

Under direct supervision, responsible for assisting higher level Network Technicians responsible for the operational support and maintenance for network systems. Monitors systems and advises higher level Technicians/Supervisor of network status. Alerts supervisor or more experienced technicians of network failures or degradation and assists in performing corrective action.

Entry Qualifications

Associate's degree in computer aided drafting or a related field from an accredited college or university OR One year of experience in computer aided drafting.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT051	Network Technician 2	Technician	Technician - Uncertified	Technicians	I

Job Summary

Under general supervision, responsible for the operational support and maintenance for network systems (including wireless and VoIP). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. May maintains LAN/WAN/wireless/VoIP operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other. Frequently reports to a Network Operations Supervisor.

Entry Qualifications

Associate's degree in computer aided drafting or a related field from an accredited college or university AND One year of experience in computer aided drafting OR Three years of experience in computer aided drafting OR One year of experience at the lower level Network Technician 1 (ITT050) or position equivalent.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT052	Network Technician 3	Technician	Technician - Uncertified	Technicians	J
Job Summary			Entry Qualifications		
<p>Under broad supervision, responsible for the operational support and maintenance for network systems (including wireless and VoIP). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. May maintains LAN/WAN/wireless/VoIP operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other. Owns assigned tasks. May serve as lead or train staff.</p>			<p>Associate's degree in computer aided drafting or a related field from an accredited college or university AND Three years of experience in computer aided drafting OR Five years of experience in computer aided drafting OR Two years of experience at the lower level Network Technician 2 (ITT051) or position equivalent.</p>		

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT053	Network Technician Spv	Supervisor	Supervisor	Technicians	L
Job Summary			Entry Qualifications		
<p>Supervises, guides, and/or instructs the work assignments of subordinate staff and is responsible for the operational support and maintenance for network systems (including wireless and VoIP). Proactively monitors networks to provide stable, dependable network services across multiple platforms. Configures and troubleshoots computer networks. Maintains LAN/WAN/wireless/VoIP operations by working with network facility and hardware/software vendors to ensure timely problem resolution. Maintains and utilizes network management applications to identify network faults, to ensure the provision of data or other telecommunications access to customers, and the movement of information from one location to the other.</p>			<p>Associate's degree in computer aided drafting or a related field from an accredited college or university AND Four years of experience in computer aided drafting, One year of which in a lead or supervisory role OR Six years of experience in computer aided drafting, One year of which in a lead or supervisory role OR Two years of experience at the lower level Network Technician 3 (ITT052) or position equivalent.</p>		

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT060	Web Designer 1	Technician	Technician - Uncertified	Technicians	J
Job Summary			Entry Qualifications		
<p>Under direct supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.</p>			<p>Bachelor's degree from an accredited college or university AND One year of experience in the area of web design.</p>		

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT061	Web Designer 2	Technician	Technician - Uncertified	Technicians	K

Job Summary

Under general supervision, designs and builds web pages using a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Designs the website to support the organization's strategies and goals relative to external communications.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Two years of experience in the area of web design.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT062	Web Designer 3	Technician	Technician - Uncertified	Technicians	L

Job Summary

Under broad supervision, uses a variety of graphics software applications, techniques, and tools. Designs and develops user interface features, site animation, and special-effects elements. Contributes to the design group's efforts to enhance the appeal of the organization's online offerings. Owns assigned tasks. May serve as lead or train staff.

Entry Qualifications

Bachelor's degree from an accredited college or university AND Four years of experience in the area of web design.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT070	Systems Support Tech 1	Technician	Technician - Uncertified	Technicians	G

Job Summary

Under direct supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. May train end users on software applications. May install and maintain personal computer hardware and software.

Entry Qualifications

High school diploma or GED AND One year of experience, which included report writing and data collection, tabulation, computation and analysis.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT071	Systems Support Tech 2	Technician	Technician - Uncertified	Technicians	H

Job Summary

Under general supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. May train end users on software applications. May install and maintain personal computer hardware and software.

Entry Qualifications

High school diploma or GED AND Three years of experience, which included report writing and data collection, tabulation, computation and analysis.

Job Code Catalog: Information Technology

As of: 5/18/2016

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT072	Systems Support Tech 3	Technician	Technician - Uncertified	Technicians	I

Job Summary

Under broad supervision, provides management information system user support on a continuing basis either by phone or site visit. Troubleshoots end-user problems. May train end users on software applications. May install and maintain personal computer hardware and software. Owns assigned tasks. May serve as lead or train staff.

Entry Qualifications

High school diploma or GED AND Five years of experience, which included report writing and data collection, tabulation, computation and analysis.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT080	Criminal Justice IS Spec 1	Technician	Technician - Uncertified	Paraprofessionals	G

Job Summary

Under direct supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.

Entry Qualifications

High school diploma or GED.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT081	Criminal Justice IS Spec 2	Technician	Technician - Uncertified	Paraprofessionals	H

Job Summary

Under general supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.

Entry Qualifications

High school diploma or GED AND Two years of business related experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT082	Criminal Justice IS Spec 3	Technician	Technician - Uncertified	Paraprofessionals	J

Job Summary

Under broad supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center. Owns assigned tasks. May serve as lead or train staff.

Entry Qualifications

High school diploma or GED AND Four years of professional experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT082	Criminal Justice IS Spec 3	Technician	Technician - Uncertified	Paraprofessionals	J

Job Summary

Under broad supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center. Owns assigned tasks. May serve as lead or train staff.

Entry Qualifications

High school diploma or GED AND Four years of business related experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT083	Criminal Justice IS Spec 4	Technician	Technician - Uncertified	Paraprofessionals	K

Job Summary

Under limited supervision, provides support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center. Serves as highest advanced level subject matter expert, providing authoritative guidance for professional staff.

Entry Qualifications

High school diploma or GED AND Six years of business related experience.

Job Code	Job Title	Function	Sub Function	EEO-4	Grade
ITT084	Criminal Justice IS Spec Spv	Supervisor	Supervisor	Paraprofessionals	L

Job Summary

Supervises, guides, and/or instructs the work assignments of subordinate staff. Supervises the support to federal, state and local criminal justice agencies, private businesses and the general public relating to criminal justice information. Has responsibility for projects and assignments related to CJIS Programs. CJIS Programs may include Criminal History Record Information, Uniform Crime Reporting, Sex Offender Registry, Protection Order Registry, NCIC, CJIS network or other services provided by the Georgia Crime Information Center.

Entry Qualifications

High school diploma or GED AND Six years of business related experience.