

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Information Technology Specialist

Class Code: 10726

Pay Grade: GK

A. Purpose:

Performs specialized and advanced information technology functions to ensure state agencies achieve their business goals within budget and resource limitations.

B. Distinguishing Feature:

The Information Technology Specialist serves in one or more specialized roles in the areas of client relationship, business analyst, technical expert and project management. At this level, the incumbent is assigned systems and projects with high visibility that impact an entire agency.

The Senior Programmer/Analyst works on all phases of information systems development, serves in a leadership role over peers and subordinates on development teams, acts as a mentor to other programming/analysis staff, and maintains and supports time-sensitive systems with wide impact and visibility. At this level, the incumbent has frequent contact with clients on system design and is fully knowledgeable of the client's business and information flows, as well as the tools and technologies needed to meet client information requirements.

The Senior Information Technology Specialist provides client relationship, project management or technical expertise for information systems integrated across multiple agencies. Assignments have highest visibility and significant impact on state government or operational areas of multiple agencies.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Serves in a client relationship role to provide internal agency consulting services between assigned agencies and the central information technology organization.
 - a. Provides agencies with a contact to facilitate an effective response to their requests and concerns.
 - b. Identifies, defines and recommends analysis and development projects based on goals and objectives of the agency.
 - c. Proactively initiates ongoing dialogue with clients to understand changes or potential changes to client's business and ensures that IT service issues are resolved.
 - d. Expedites resolution of agency problems/complaints.
 - e. Identifies issues/trends and escalates where appropriate.
 - f. Develops recommendations for agency IT budget amounts.
 - g. Assists agencies with the setting of their IT priorities and incorporating those priorities into their IT strategic plan.
 - h. Assists agencies with transition to new processes and technologies.

2. Performs advanced project management functions to ensure projects are carried out and completed effectively.
 - a. Serves as project manager on projects with high visibility, risk and impact, spanning business areas.
 - b. Manages risk assessment and mitigation plan.
 - c. Develops and maintains project plans and timeframes for project teams.

- d. Evaluates and estimates project costs.
 - e. Monitors progress of team members.
 - f. Monitors project milestones and resource utilization, requesting additional resources as needed.
 - g. Manages project scope and provides change management.
 - h. Conducts post-project evaluation.
3. Serves in a business analyst role by working with a client agency to plan, conduct and direct the analysis of complex business processes.
 - a. Provides key leadership and facilitation role for business process modeling.
 - b. Analyzes and reviews agency business processes to identify problems and opportunities for process involvement.
 - c. Comprehends basic to complex business issues and contributes to IT business initiatives by translating business needs into understandable requirements.
 - d. Reviews agency business systems to maximize the benefits of the information systems.
 - e. Recommends new processes and technologies to help agencies solve their business problems and increase efficiency.
 - f. Remains current on agency business strategies.
 4. Serves as subject expert for selected technologies used by a development team.
 - a. Maintains a working knowledge of the broad spectrum of technology options available in the industry.
 - b. Maintains a proficient level of knowledge of technology options available in state government.
 - c. Mentors developers/teams on the use of new technology.
 - d. Writes technical specifications for IT related RFI/RFP documents.
 - e. Translates technical issues and problems into language understandable by non-technical people.
 - f. Participate on technology research projects and performs feasibility studies as required.
 5. Serves as a technical lead for application development project teams with multiple members tasked to complete IT projects with high risk, impact or visibility.
 - a. Makes all technology decisions regarding how the application development project is to be completed, including the design of the system architecture.
 - b. Assists agency with determining the appropriate use of available technologies.
 - c. Determines project phases, project tasks, risks and mitigation plan, and cost and time estimates.
 - d. Assigns and reviews team members' work.
 - e. Organizes and orients a multi-functional project team responsible for completing the project.
 - f. Examines project deliverables for quality control purposes.
 - g. Facilitates meetings and working sessions.
 6. Performs other work as assigned.

D. Reporting Relationships:

Reports to a technical administrator. Provides work direction and mentoring to other IT staff. Provides oversight of team members assigned to projects.

E. Challenges and Problems:

Challenged to build a collaborative relationship with the agency based on trust, communicate with many diverse business areas in an agency to assist with the management and prioritization of agency IT needs, obtain agency time and commitment at all levels needed to build an agency wide business process model, educate agency management on the benefits of a business process model, help the agency understand how to use the business process model as a tool to identify new strategic IT investments, manage agency projects that can span multiple business areas and have high visibility, impact or risk; oversee the work of multiple project managers, serve as an expert source of knowledge for state standard technologies, and be ultimately responsible for all technical decisions for a project.

Typical problems resolved include relationship issues between the central information technology organization and agency management, business process model for the agency that does not contain complete and accurate information, lack of assigned resources that come from many agency and the central information technology organization functional areas, work flow issues when new technology is implemented, and unexpected complications that arise during application development impacting the project budget and scheduled completion date.

F. Decision-making Authority:

Decisions made include how to develop a trusting partnership with the agency, when to meet with a client, who to involve in meetings, when to elevate issues and who to elevate them to, what recommendations to make to the agency regarding their business processes, what recommendations to make to the agency regarding IT priorities, how to interpret results of business process analysis, how to manage the project, maintain the schedule, manage scope and deal with issues that arise; how to manage resources and determine what additional resources may be needed; how best to present technical information; how to implement new state technology in an agency, the architecture of an application and when project deliverables are complete.

Decisions referred include what process improvements to implement, what areas of the business to analyze, what business analysis or project management methodology to use, what projects to manage, budget and resource decisions, development of policies, rules and regulations, unresolved issues, and final approval of priorities.

G. Contact with Others:

Daily contact with client agency staff and management to discuss issues and to provide problem resolution and technical assistance, with data processing staff to discuss technology problems and strategies; and occasional contact with outside vendors to discuss changes or problems affecting technology solutions.

H. Working Conditions:

Typical office environment, subject to on-call or after-hours work to resolve system problems.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- business processes and data that are shared across an agency;
- tools and technologies available to meet information system requirements;
- data administration policies and standards;

- existing information systems integration and operational characteristics.

Ability to:

- communicate effectively with diverse groups of clients and explain technology in understandable terms;
- understand the overall impact of system design on the client's data management goals;
- provide effective project management;
- apply advanced principles, theories and concepts;
- contribute to the development of statewide technological principles and concepts;
- build consensus among internal and external team members.