



Classification: Computer Information Technologist III

Title Code: V08003

Pay Range: 28

POSITION SUMMARY:

This is advanced professional and technical work in computer systems analysis, design, programming and/or the administration of a midrange or microcomputer environment. An employee in this class is responsible for complex analysis, design, programming, administration, and configuration of computer hardware and/or software in a midrange and/or microcomputer environment. Work may be in support of areas such as cyber-security, applications, internet, operating systems, database and network administration. Duties may include providing customer support or assistance with more complex work or troubleshooting the more difficult hardware and/or software problems. In a small computer information technology unit, work may involve serving as a supervisor or assisting in the supervision of lower-level Computer Information Technologists. Work is performed independently under general supervision.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Designs, writes, maintains, documents, and tests complex computer programs and clearly defined segments of highly complex programs.

Responds to questions from customers needing assistance; identifies problem source (hardware, software or operator error), presents solutions and resolves problems; refers and discusses difficult and unusual problems with supervisor or other designated contacts, as appropriate.

Develops complex query programs to generate reports upon customer request.

Serves as support person/customer contact for complex systems.

Reviews new software applications prior to full implementation to determine ease of use and detect potential problems.

Identifies performance issues and performs tuning of systems for optimum performance.

Uses database dictionaries, software reference libraries, and other related components of programming or analysis.

Uses data security software packages to configure access to resources and functions as authorized.

Creates and updates standards, policies, procedures, guidelines and technical manuals.

Leads and/or participates in meetings, training seminars and user groups.

Reviews and updates cybersecurity policies, participates in the development of plans for emergencies, prepares and/or conducts cybersecurity awareness and training, reports, investigates and takes corrective

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action for security audit findings, administers and oversees security systems such as access control, encryption, anti-virus, firewalls, etc.

Responds to emergency situations to resolve problems, as required.

Installs, maintains, defines, organizes, controls and protects hardware and software products.

Creates, monitors, and modifies the physical size and structure of database components and programs that support, maintain, and generate information from a database.

Defines, organizes, controls and protects databases or networks.

Configures computer operating systems.

Uses, creates and/or updates utility programs.

Provides guidance and training to less-experienced personnel.

Supervises or assists in the supervision of lower-level Computer Information Technologists, as assigned.

Use MSHP software development tools to develop software code.

Receives formal and on-the-job training.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of the principles of computer programming and systems analysis, design, testing and documentation.

Considerable knowledge of the general operating principles and capabilities of computer hardware and software.

Considerable knowledge of software reference libraries and related utility programs.

Considerable knowledge of computer security systems and procedures.

Considerable knowledge of computer networking and telecommunications.

Considerable knowledge of computer operating systems.

Considerable knowledge of database management systems.

Working knowledge of agency's automated information systems.
Some knowledge of agency's functions and their interrelationships.

Ability to prepare and interpret computer program documentation.

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Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals.

Ability to analyze policies, procedures and operations, organize their component parts into system specifications, databases and/or programs and adapt them to an automated system.

Ability to troubleshoot and resolve routine hardware and/or software problems.

Ability to communicate effectively.

Ability to train and assist less experienced personnel.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Two years of professional and technical computer information technology systems experience (comparable to Computer Information Technologist I) such as computer programming, computer systems analysis and design, or work with primary responsibility for the configuration of midrange and/or microcomputer hardware and software, network administration or closely related areas;

AND

Graduation from an accredited four-year college or university with at least fifteen (15) semester hours in computer science, computer information systems or closely related areas. (Computer information technology systems experience such as computer programming, systems analysis and design, or work with primary responsibility for the configuration of computer hardware and software in a midrange and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the stated education. Professional or technical experience involving the development of data bases or applications using business programming products (e.g., SAS, Culprit, FOCUS, GIS) may be substituted on a year-for-year basis for deficiencies in the stated education or experience for a **maximum** of two years. Graduate work in computer science, computer information systems or closely related areas may be substituted on a year-for-year basis for a maximum of one year of the stated experience.)

OR

One year as a Computer Information Technologist II or two years as a Computer Information Technologist I under the Missouri Uniform Classification and Pay System.

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NECESSARY SPECIAL REQUIREMENTS:

None

FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.