

Information Systems Technician I (Supervisor)

Essential Task Rating Results

1	Set up job streams and batch processes to produce files, reports, and information using mainframe equipment and database software in accordance with department policies, procedures, and processes.
2	Maintain and organize file or program documentation using word processing and spreadsheet applications to inventory and track Information Technology (IT) processes under the direction of the IT supervisor.
3	Identify and resolve technical software application and/or system problems to assist users with functionality.
4	Address system hardware operating or networking difficulties in response to personal computer (PC) user complaints/issues by documenting specific problems, providing guidance, or escalating when necessary to assist with resolutions.
5	Track system performance using monitoring and scheduling software to ensure system operability under direction of the Information Technology (IT) supervisor.
6	Monitor data system and database access using security software to ensure appropriate use and prevent access from unauthorized users.
7	Evaluate problems and define alternative solutions to maintain functionality and availability of computer systems.
8	Identify process changes to assess the impact on applications or systems.
9	Analyze and evaluate problems related to the progress and completion of work projects or assignments to determine impact, assess alternatives for resolution, and/or formulate action plans.
10	Review and test new or existing applications to determine functionality under the direction of the Information Technology (IT) supervisor or the project team.
11	Assist in the implementation of information system upgrades using automated tools to ensure the Information Technology (IT) environment is updated in terms of security and functionality.
12	Transfer files and data to new equipment and/or computers using servers and peripheral backup tools to assist in replacing equipment or maintaining data integrity.
13	Arrange and coordinate the maintenance, repair, and replacement of computers and peripheral equipment for staff using written correspondence and phones under the direction of the Information Technology (IT) supervisor.
14	Review output files and error logs to assess application or system problems.
15	Recover production data lost due to application and/or system failure using system tools.
16	Create backup and recovery procedures to protect data in the event of disaster in compliance with departmental disaster recovery plan.
17	Perform backup and recovery procedures in the event of disaster in compliance with departmental disaster recovery plan.

18	Draft instructions for Information Technology (IT) staff to document job processes and job setup instructions using word processing applications under the direction of the IT supervisor.
19	Review documentation to understand the scope of the system under the direction of the Information Technology (IT) supervisor or the project team.
20	Draft instructions for using and operating programs for staff under the direction of the Information Technology (IT) supervisor.
21	Provide help desk support, document, and follow up on support requests using call logging tools under the direction of the Information Technology (IT) supervisor.
22	Provide technical advice and general troubleshooting on computer systems for staff using diagnostic software under the direction of the Information Technology (IT) supervisor.
23	Provide input to Information Technology (IT) staff and management to assist with resolving system maintenance problems using software applications under the direction of the IT supervisor.
24	Communicate with end-users, staff, and management on project issues and statuses.
25	Respond to requests for program information from departmental and program personnel, outside agency personnel, contractors, businesses, and the public regarding a variety of program-specific procedures and criteria.
26	Conduct on-the-job training for peers to standardize work processes using equipment, aids or processes designated by the Information Technology (IT) supervisor.
27	Perform user support to make computer systems function more efficiently using the standard office software tools and other applications under the direction of the Information Technology (IT) supervisor.
28	Develop training materials including printed material and computer based training programs to ensure all users have access to necessary systems information.
29	Assist Information Technology (IT) staff in the coordination of processing schedules and changes to business requirements as directed by the project and/or program group.
30	Provide input to management regarding the amount of time spent and resources required to complete projects and work assignments.
31	Resolve conflicting priority requests for work unit services and/or products requested by various departmental programs or outside customers.
32	Identify alternatives to resolve problems or issues related to the completion of work projects or assignments (e.g. modifying schedules, adjusting deliverable dates, altering resources allocations) to ensure timely resolution and minimize impact.
33	Identify problems or issues that impact the progress of work projects or assignments (e.g. time constraints, resource limitations, scheduling conflicts).
34	Provides opportunities for staff development using cross training, mentoring, formal training classes, and other development techniques to promote career goals.

35	Enhances team performance and maintains morale by setting clear and achievable expectations and providing developmental opportunities.
36	Encourages and motivates staff through team building activities, challenging assignments, and recognition.
37	Provides guidance and direction to subordinate staff to meet organizational goals.
38	Assigns and delegates work to subordinate employees.
39	Address staff needs by providing staff with tools and training to perform ongoing work.
40	Recruits, interviews, selects, hires, and promotes staff for the organization using approval authority, budget allotment, etc. to maintain staffing levels.
41	Evaluates and documents employee performance and completes employee performance evaluations and/or probation reports as required.
42	Determines and applies appropriate disciplinary action to employees in the work unit.
43	Complies with federal and State personnel regulations and collective bargaining agreements to ensure fair and equitable treatment of employees.
44	Administers provisions of Equal Employment Opportunity (EEO), Family Medical Leave Act (FMLA), and Americans with Disabilities Act (ADA) to ensure compliance in the course of supervising employees.