

Information Systems Technician II (Supervisor)

Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results

1	General knowledge of Microsoft Office applications.
2	General knowledge of Windows operating system to open files, create folders, copy, transfer, and backup data.
3	General knowledge in how to correctly connect and operate peripherals (i.e. keyboard, mouse, etc.).
4	Knowledge of data access methods.
5	Knowledge of basic backup and recovery techniques to protect and maintain data integrity.
6	Knowledge of quality assurance and quality control methodologies.
7	Ability to troubleshoot and identify system problems to help in problem resolution.
8	Ability to draft written correspondence using proper spelling and grammar to communicate with co-workers, management, staff, and others.
9	Ability to read and interpret reference materials to make decisions and provide information.
10	Ability to prepare clear, sound, accurate, and informative reports to communicate and meet operational requirements.
11	Ability to retrieve, compile, and report data according to established procedures to carry out capacity planning, performance monitoring, troubleshooting, and other business functions.
12	Ability to follow written and verbal instructions accurately for successful completion of tasks.
13	Ability to coordinate with customers, management, and staff on project issues and status.
14	Ability to communicate in writing to convey information.
15	Ability to orally communicate in person and over the phone to convey information.
16	Ability to establish and maintain cooperative working relationships with others to participate on projects, communicate with teammates, users, management, and others.
17	Ability to use diplomacy and tact when dealing with fellow employees, the public and other governmental entities to ensure cooperation and good relations.
18	Ability to maintain confidentiality to ensure compliance with the Public Records Act and Information Practices Act.
19	Ability to listen effectively in order to obtain relevant information.
20	Ability to analyze information and take appropriate action to resolve issues or problems.
21	Ability to define alternative solutions to current problems.
22	Ability to perform basic mathematical operations (e.g., addition, subtraction, multiplication).

23	Ability to identify, monitor and resolve problems with Information Technology (IT) systems hardware, software, and processes.
24	Ability to analyze information and situations to develop effective solutions and draw sound conclusions based on relevant information.
25	Knowledge of organizational strategies and time management practices in order to maintain workflow and meet deadlines.
26	Ability to prioritize problem resolutions in order to ensure system solution requirements are met.
27	Ability to work under pressure to meet deadlines and service levels.
28	Ability to work independently to effectively solve problems, meet deadlines, and keep abreast of current industry trends.
29	Ability to successfully multitask and manage multiple projects and assignments concurrently.
30	Ability to be flexible and adaptive to changes in schedules, procedures, and workloads.
31	Ability to train others in the use of software, products, tools, and procedures to ensure an understanding of department standards.
32	Ability to assign and delegate work to subordinate employees.
33	Ability to monitor the work of subordinate employees to ensure that it meets quality, quantity and timeliness standards.
34	Knowledge of effective supervisory principles, practices and techniques to appropriately and effectively plan, oversee and direct the work activities of subordinate employees.
35	Ability to plan, organize, supervise, direct and oversee the work activities of staff.
36	Ability to resolve performance problems by planning and implementing measures to improve performance.
37	Ability to determine and apply appropriate disciplinary action to employees in the organization.
38	Ability to establish and maintain priorities and expectations with staff.
39	Ability to develop policies and procedures to provide for the effective operation of the organization.
40	Ability to motivate, develop and direct people in the performance of their work to improve the work environment, the quality of work, and increase productivity.
41	Knowledge of Equal Employment Opportunity (EEO), Family Medical Leave Act (FMLA), and Americans with Disabilities Act (ADA) policies to ensure compliance and maintain a work environment free from harassment and discrimination.
42	Ability to evaluate staff performance using objective measures to provide feedback and guidance and assist in the ongoing development of staff.
43	Knowledge of organizational change management principles and best practices.
44	Ability to lead organizational change with staff.
45	Ability to facilitate teams and groups to meet organizational goals and objectives.
46	Ability to plan, coordinate and direct the activities of IT staff to deliver customer services.
47	Ability to provide leadership to the unit or section to successfully meet goals and objectives.

48	Knowledge of State personnel policies and guidelines relating to personnel activities such as recruitment, hiring, probation, corrective action and staff retention.
49	Knowledge of the department's equal employment objectives to comply with the hiring process.
50	Ability to lift up to 50 lbs. to move files or equipment.
51	Willingness to work off hours including day shifts, evening shifts, and graveyard shifts.
52	Willingness to be on call to resolve problems or provide customer service on short notice.