INFORMATION SYSTEMS SPECIALIST 2

Nature of Work
Under general supervision, performs full-performance level work in selecting, installing, implementing and maintaining multiple platforms and multiple applications, in particular that associated with Local Area Network/Wide Area Networks, mid-range systems and/or large systems. Depending upon the assignment, may function as a resource for software support and/or develop a computer literacy curriculum and training for a large agency or multiple agencies. Troubleshoots problems which occur in various networked micro, mini and mainframe computer systems. Trains users on proper procedures and usage of computer hardware and software and/or assists in development of customized user training. Evaluates and recommends software and upgrades. May specialize in an area of technical expertise such as networking technologies, data communications, hardware support, software support, training or information technology forensic examinations and conducting investigations of computerized accounting or other computerized records systems. Performs related work as required.

Distinguishing Characteristics
This position requires advanced training or experience in a technical specialty. The Information Systems Specialist 2 is primarily assigned to installations involving complex communication needs or integrated solutions involving multiple applications and multiple platforms. Tasks may include hardware and software selection, implementation planning and installation, training one-on-one and in a classroom environment, and providing on-going support. Incumbents work in projects involving complex connectivity between departments, multiple locations and multiple platforms. May include full-performance information technology forensic examinations of computer hardware, software or records systems.

Examples of Work
Supports end-users via telephone and/or site visit regarding system problems such as access and/or security, printer access and operations (through LAN, mid-range computer or IS&C system control units), server based and PC standalone applications, and/or general system(s) problems on LAN, mid-range system, and/or access to other systems (for example IS&C's mainframe, federal systems), internet access, private time-sharing computer services, or external dial-up/dial-in access to various systems.
Examples of Work (cont'd)

Uses diagnostic and/or monitoring software to identify problems and takes appropriate corrective action, either by repairing unit or contacting appropriate vendor.

Participates in the review and/or production of automation plans; information technology and networking requests for hardware/software; hardware/software; reviews needs analysis and determines applications which could streamline the process; may meet with users to clarify work flow or procedures; researches alternative hardware/software which could further enhance the system; reports to superiors any problems with recommended course of action.

Plans, conducts or assists in group and one-on-one training of computer applications and operations software and proper use of hardware.

Develops training modules and instructional materials.

Reviews and evaluates vendor training packages to determine benefit to the training system and provides technical support in its use.

Coordinates with users, management and vendors the local and remote installation of personal computers, local area networks, terminals, printers, communication controllers and other information processing equipment, including identifying requirements and coordinating other associated activities such as data cabling and electrical upgrades.

Trains co-workers on networking setup and operations and develops and maintains current LAN documentation.

Maintains current knowledge level by researching technical literature and attending classes/seminars, contact technical staff in other state, federal and private agencies for information; may write or supply users with information to complete requisition requests or specifications.

Tests new hardware or software supplied by vendors to determine the scope of capabilities, accuracy of functions, and level of user literacy required to operate the system; writes documentation on hardware and software which have been tested in-house.

Serves as a forensic examiner responsible for planning, coordinating and directing forensic activities; inventories and examines computer-related evidence such as magnetic media storage devices, floppy/hard disks, optical disks, memory cards and magnetic strip cards.
Examples of Work (cont’d)
Provides technical guidance and assistance to investigators to prevent data and equipment damage.
Trains federal, state and local law enforcement personnel on computer examination/investigation techniques.
May be required to testify in court on the procedures and methods used to obtain data.

Knowledge, Skills and Abilities
Knowledge of capabilities and limitations of computers and related devices.
Knowledge of local area and wide area networking, information processing and communications concepts and standards.
Knowledge of the operations of LAN management software and/or operating systems software, application software and PC tools.
Knowledge of PC, mini and mainframe operating systems.
Knowledge of computer hardware, software and its terminology.
Knowledge of proper methods of evidence handling and storage.
Ability to analyze and evaluate work environments, computer systems, user requirements and information processes.
Ability to evaluate complex information systems and understand their structure, component parts and inter-relations.
Ability to clearly report activities and identify potential problem areas to manager.
Ability to communicate clearly, both orally and in writing.
Ability to analyze information problems and apply technical information solutions.
Ability to compile information and interpret technical information in user friendly formats.
Ability to perform computer forensic examinations.
Ability to duplicate and preserve digital evidence.

Minimum Qualifications
Training: Bachelor’s degree from an accredited college or university.
Substitution: Three years of full-time or equivalent part-time paid personal computer or server support experience may be substituted for the required training. Successful completion of twelve credit hours or the equivalent thereof of industry recognized authorized/certified LAN administration, network service/support and/or network technologies training may substitute for one year of the required training.
Minimum Qualifications (cont’d)

Experience: Three years of full-time or equivalent part-time paid experience in information processing field, one year of which is experience in local area network administration support and/or networking of standalone, mainframe, minicomputer, and LAN connected microcomputers and two years of which is experience in installation of hardware and software, support and/or training.

Substitution: Twelve hours of computer science or data processing may substitute for one year of information processing experience excluding PC and LAN administration support.

FOR FORENSIC IT SPECIALIST POSITIONS

Training: Bachelor’s degree from an accredited four-year college or university with at least 20 semester hours in computer science, information technology, information systems analysis, information management, mathematics, computer engineering, electrical/electronic engineering or other directly related field.

Substitution: Bachelor's degree from an accredited four-year college or university and two years full-time or equivalent part-time paid law enforcement investigative experience involving the recovery of evidence from computers or other storage media may be substituted for the 20 semester hours in the specific disciplines.

Experience: Three years of full-time or equivalent part-time paid experience in information technology forensic investigations or in computer systems analysis of accounting/auditing systems.

Substitution: Possession of one of the following certifications may substitute for the experience: A+ Certification Personal Computer Hardware Course; Network+ Certification; FBI Computer Analysis Response Team (CART) Field Examiner Certification Course; or basic computer forensic training from a recognized training facility.

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