

**OFFICE OF THE DEFENDER GENERAL**  
**JOB SPECIFICATIONS – INFORMATION TECHNOLOGY SPECIALIST III– PG 26**

**Class Definition:**

Technical work providing support for the operation of all computer and telecommunications systems, all operating systems, hardware configurations, network connections and website support for the Office of the Defender General. Incumbent may function as the supervisor or team leader of focused work groups on a regular basis. The incumbent is the technical expert for all areas of information technology (IT), such as systems development, network administration, and website design and maintenance. The incumbent will perform assignments with a high degree of independent action and considerable latitude where the guidelines and system limits allow for flexibility in adapting or combining numerous options, any of which could be correct, into different practical approaches or routines depending on the situation. May serve as a representative of the department at various meetings. Work is performed under the general supervision of a supervisor and is reviewed by the Defender General or his/her designee.

**Examples of Work:**

Recommends and develops plans for systems development and operations, hardware and software purchases, and budget. Develops work specifications based on plans and objectives. Works with department and unit staff to establish optimal solutions to computing or telecommunications problems and performs the design of technical solutions. Responsible for in-house computer system or network including development of applications, installation of equipment, and system maintenance. Designs new computer applications and modifications to existing systems. Installs and analyzes operating systems, network configurations, communications, and software. Designs and maintains website. Provides support to staff in using computer systems. Attends various meetings and collaborates with other departments. Performs related duties as required.

**Knowledge, Skills and Abilities Required:**

Considerable knowledge of appropriate computer programming languages and techniques.

Considerable knowledge of operation, characteristics, and capabilities of computer hardware and operating systems.

Considerable knowledge of networking systems.

Considerable knowledge of operation, characteristics and capabilities of telecommunications equipment.

Considerable knowledge of website design.

Knowledge of office software, such as Office Suite, Internet Explorer, and Outlook.

Strong analytical skills, particularly as involves unit function, sequence of operations, and necessary outcomes.

Awareness of budgetary and planning techniques and procedures.

Ability to convert user specifications into a successful data processing application.

Ability to communicate effectively, both orally and in writing.

Ability to evaluate system performance.

Ability to evaluate and estimate system development costs.

Ability to establish and maintain effective working relationships, and perform job functions with tact and discretion.

Ability to work under pressure from deadlines.

**Environmental Factors:**

Work is generally performed in a standard office setting, but some travel may be required for which private means of transportation should be available. Tact and diplomacy is required in dealing with vendors. Work outside of regular work schedule should be anticipated.

**Minimum Qualifications:**

Bachelor's degree in computer science AND two years of experience providing support to staff in the operation, maintenance, and installation of computer systems; OR

Associate's degree in computer science or college level coursework that includes 15 computer science credits AND four years of experience providing support to staff in the operation, maintenance, and installation of computer systems; OR

Six years of experience providing support to staff in the operation, maintenance, and installation of computer systems.

Additional work experience may be substituted for the bachelor's degree on a six months for a semester basis.