

INFORMATION TECHNOLOGY SPECIALIST III EVALUATION

COMPUTER SYSTEM MANAGEMENT SKILLS

1. Receives, reviews and prioritizes assignments in a timely manner.
2. Demonstrates the ability to confer with staff, users, and management to evaluate and estimate requirements, including costs, for new systems or modifications.
3. Demonstrates ability to conduct tests and inspections of products, services, or processes to evaluate quality or performance and to detect errors.
4. Demonstrates use of logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
5. Demonstrates ability to set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, and appropriate software.
6. Demonstrates ability to perform repairs to hardware, software or peripheral equipment.
7. Demonstrates ability to safeguard against loss of user files and setups during upgrades and maintenance.
8. Demonstrates ability to oversee the daily performance of computer systems, including hardware, software, networking and internet access.
9. Demonstrates ability to design and maintain website.
10. Demonstrates ability to maintain records of daily communication transactions, problems and remedial action taken, and installation activities.
11. Demonstrates ability to read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
12. Demonstrates continued learning by reading trade magazines and technical manuals, or attending conferences and seminars to maintain knowledge of hardware and software.
13. Demonstrates ability to develop training materials and procedures, and/or train users in the proper use of hardware and software.
14. Demonstrates ability to refer major hardware or software problems or defective products to vendors or technicians for service.
15. Demonstrates ability to represent the ODG at information technology meetings, and cooperate and collaborate with other departments in the criminal justice system concerning of IT needs and objectives.

COMPUTER/INFORMATION TECHNOLOGY KNOWLEDGE

1. Demonstrates considerable knowledge of circuit boards, processors, chips, electronic equipment and computer hardware.
2. Demonstrates considerable knowledge of operating systems, including Windows 2000, XP, Vista and Windows Server 2003.
3. Demonstrates considerable knowledge of network applications and configurations.
4. Demonstrates considerable knowledge of office computer software.
5. Demonstrates considerable knowledge of computer firewall, security and backup systems.
6. Demonstrates considerable knowledge of e-mail and electronic messaging systems.
7. Demonstrates considerable knowledge of website development software and website design.
8. Demonstrates considerable knowledge of computer peripherals, including printers, scanners, projectors, and other information technology and telecommunication equipment.
9. Demonstrates knowledge of database software and management.

CUSTOMER SERVICE SKILLS

1. Responds to telephone calls and other inquiries in a timely manner.
2. Listens to what people are saying, taking time to understand the points being made, and asks questions as appropriate.
3. Answers user inquiries regarding software or hardware operation to resolve problems.
4. Communicates information and ideas in speaking so others will understand.
5. Communicates written instructions on use of computer systems so others will understand.
6. Actively looks for ways to help people use their computers more efficiently.

PROFESSIONALISM

1. Demonstrates professional demeanor.
2. Well-prepared for meetings and service calls.
3. Able to establish and maintain effective working relationships.
4. Performs job functions with tact and discretion.
5. Able to communicate effectively both orally and in writing.
6. Able to work effectively as a team member with other staff.
7. Able to work well independently and exercise initiative.
8. Able to work well under pressure, sometimes within strict deadlines.
9. Able to represent the Office of the Defender General to vendors, other members of the criminal justice system, and in the community in a professional manner.
10. Demonstrates high attention to detail and thoroughness in completing tasks.