

**SERIES DESCRIPTION**

The INFORMATION SYSTEMS SPECIALIST (ISS) classification series has eight levels that describe technical and professional non-supervisory positions working in Information Systems. The work in this series includes responsibility for planning, coordination, analysis and technical support functions. Positions solve problems and accomplish work processes through information systems and technology.

When deciding whether a position is properly allocated to the ISS series, the paramount considerations are the primary purpose for the position and the recruitment criteria. The knowledge of computers and information systems is an increasingly important part of many occupational fields. In most instances, the computer knowledge is secondary to the knowledge and skills associated with the occupational field. The computer is a tool to facilitate accomplishing the work. In this case, the position does not belong in the ISS Series.

There are three components to these Class Specifications: **Infrastructure Functions**, **Organizational Functions**, and **Complexity Levels**.

**1. Infrastructure Functions**

**Software** includes both applications and operating software;

**Hardware** refers to the physical components (PCs, servers, mainframes, peripherals, etc.);

**Communications** provides the connections that link systems and includes data, voice, image and video;

**Data** is concerned with data bases and associated master files.

A position is either a Specialist or a Generalist, depending on how many of these Infrastructure Functions are covered by the job. A Specialist typically spends 70% or more of work time on one or two of the infrastructure functions. The Generalist divides work time more or less evenly among three or four infrastructure functions. The series describes both Specialists and Generalists at most levels.

**2. Organizational Functions**

**Customer Assistance (CA)** is user assistance, systems maintenance and fixing problems of all sizes;

**Operations (OP)** is the day to day functions and includes such things as installation, performance monitoring, access, daily security, back-up, scheduling, inventory management and processing orders;

**Construction (CO)** refers to new systems and features and covers major remodels and enhancements as well as new systems; and

**Planning (PL)** is strategic, long term planning. This is not the regular, on-going planning required in many jobs. This is strategic planning as a separate primary job function and addresses issues such as resource utilization, disaster planning, new technologies and acquisition strategies, change control management, system performance, and overall security.

Both Specialists and Generalists work in one or more of these organizational functions.

**3. Complexity Levels**

There are varying levels of complexity connected with the work in this series. Complexity levels relate to the tasks (the work being done) and are based on the factors that influence those particular tasks. These factors include the size, scope and criticality of the environment, the diversity of systems, degree of independence, available guidelines, etc. Please refer to the allocation guide for more detailed information regarding complexity levels and scope.



**GENERAL DESCRIPTION OF CLASS**

The ISS 1 provides support in operating, maintaining and installing systems and helps staff use the systems. This is the Technical Entry level for the series.

**DISTINGUISHING FEATURES**

This is the first level in an eight level series. It covers both specialists and generalists.

The specialist differs from the next level by absence of regular assignment of construction duties.

The generalist at this level works primarily in Customer Assistance and differs from the next level by the absence of regular responsibilities in Operations.

**RELATIONSHIPS WITH OTHERS**

The ISS 1 has daily contact with system users to answer questions, solve problems and clarify instructions and with other Information Systems support staff for assistance with solving problems and to ensure conformity of methods and practices.

**SUPERVISION RECEIVED**

The ISS 1 works within well defined guidelines and receives supervision from a supervisor or team leader. Work is spot-checked for accuracy and completed assignments reviewed for conformance with timelines, production standards and policies and procedures.

Processing standards and procedure manuals provide guidelines to ensure conformity of operations. Technical manuals are used for references and assistance is readily available from other IS staff or vendors for solving non-routine problems and clarifying instructions on new procedures or assignments.

**GENERAL INFORMATION**

Some ISS 1 positions may work evening or night shifts or, on occasion, extended or nonstandard work schedules.

**EXAMPLES OF DUTIES AND ACCOUNTABILITIES**

The duties and accountabilities listed are not inclusive, but characteristic of the type and level of work associated with this class. Individual positions may be assigned all or some combination of the duties described as well as other related duties.

**SPECIALIST: CUSTOMER ASSISTANCE, OPERATIONS - COMPLEXITY LEVEL 1**

The specialist at this level works 70% of the time in one or two of the four infrastructure functions (Software, Hardware, Communications or Data), usually providing both Customer Assistance and Operations activities at complexity level 1, as described below.

**1. Customer Assistance (help use and fix) - Complexity Level 1**

Answers common user questions from internal employees about assigned infrastructure function(s) (Software, Hardware, Communications or Data). Identifies problem by asking established questions and using basic diagnostics. Provides operational assistance. Follows established processes to fix problems or coordinates solutions with other staff resources. Tracks and reports problems. May test new features. Provides one-on-one operational training for assigned infrastructure(s).

Normally works with higher level staff for Customer Assistance backup and advice and deals with isolated incidents or user specific questions and problems which have minimal affect on others in the work unit. Problems addressed at this level can typically be solved by explaining how to use the system or equipment.

**2. Operations (day-to-day) - Complexity Level 1**

Tasks in this Organizational Function relate to keeping the operations going on a day-to-day basis. This includes installation, performance monitoring, access, security, back-ups, scheduling, inventory management and processing orders.

Uses precedents and basic troubleshooting techniques and does installations following established instructions. Examples of typical installations at this level include installing established software with limited impact to other software or simple hardware memory upgrades. Monitors daily performance of communications system, software or data base and identifies and reports performance problems and issues.

At this level, the infrastructure environment is well established and standardized. Data base environment is typically a central data base serving internal users with limited access, where security is generally covered by other operational functions (i.e., addressed through software not the data base).

**GENERALIST: CUSTOMER ASSISTANCE - COMPLEXITY LEVEL 1**

The generalist at this level works in three or four of the four infrastructure functions (Software, Hardware, Communications or Data) and primarily performs Customer Assistance at complexity level 1.

**1. Customer Assistance (help use and fix) - Complexity Level 1**

Answers common user questions from internal employees about assigned infrastructure functions (Software, Hardware, Communications or Data). Identifies problem by asking established questions and using basic diagnostics. Provides operational assistance. Following established processes, fixes problems or coordinates solutions with other staff resources. Tracks and reports problems. May test new features. Provides one-on-one operational training for assigned infrastructures.

Normally works with higher level staff for Customer Assistance backup and advice and deals with isolated incidents or user specific questions and problems which have minimal affect on others in the work unit. Problems addressed at this level can typically be solved by explaining how to use the system or equipment.

The Generalist answers questions and solves problems related to at least three of the four infrastructure functions.

## KNOWLEDGE AND SKILLS (KS)

**SPECIALIST** positions require the following Knowledge and Skills in one or two of the four Infrastructure specialties.

**Basic knowledge of:**

- information systems terminology, operations and procedures.

**Skill:**

- using computers, PCs and terminals and associated software products.
- communicating to gather and exchange information or clarify and answer questions.
- following detailed and technical instructions.
- using technical manuals to find answers and solve problems.

*Depending on the Infrastructure functions, some Specialist positions may also require one or more of the following:*

**Basic knowledge of**

- computer components and capabilities.
- interrelationships between computer systems hardware and software.
- commonly used applications software (e.g., word processing, spread sheets, data bases, graphics ).
- data communications hardware, software and equipment components (e.g., modems, multiplexors, lines, etc.).

**GENERALIST** positions require the following Knowledge and Skills in at least three of the four Infrastructure specialties.

**Basic knowledge of:**

- information systems terminology, equipment and procedures.

**Skill:**

- using computers, PCs and terminals and associated software products.
- communicating to gather and exchange information or clarify and answer questions.
- using technical manuals to find answers and solve problems.

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

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Revised

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Dept. of Administrative Services  
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