

**INFORMATION TECHNOLOGY SPECIALIST
CS-2210-11**

INTRODUCTION

This position is located in the Department of Forensic Sciences (DFS). The mission of the DFS is to provide high-quality, timely, accurate, and reliable forensic science services using best practices and best available technology, focusing on unbiased science and transparency, to enhance public safety and health.

DFS is a data-driven agency with multiple data systems that are leveraged for accurate reporting and management processes, which requires IT staff for all aspects of developing, implementing, and managing technology initiatives. The incumbent, as part of the IT department, helps promote innovations and improvements to all aspects of technology to enhance the effectiveness of DFS processes and to position DFS as a national leader in technology.

MAJOR DUTIES

Provides daily support for maintaining, modifying, and updating user data and information entries.

Receives trouble tickets regarding requests for assistance, and accepts users' queries via telephone or in-person and meticulously walk users through all of their data processing problems for applications and electronic data processing systems.

Evaluates and identifies the nature of the concern and/or problem and reviews various types of operation systems, technical documentation, function definitions, system flows, layout, and specifications, task procedures, and user and maintenance manuals.

Provides timely and accurate support to users in reference to their individual problems and/or requests. Provides daily online and telephone-based technical assistance to all computer system users.

Provides assistance concerning the specific use of several standards as well as unique DFS computer hardware and software setups and configurations, including printing, installation, work processing, electronic mail, and operating systems.

Troubleshoots and answers questions related to various systems procedures, policies, software, hardware, applications, and networks. Troubleshooting is performed at the users' workstation, via telephone, from the IT specialist work site or other remote location(s).

Coordinates problem identification and resolution, adhering to operating and security guidelines and procedures. Interprets guidelines and adapt to assigned problem area when required. Utilizes methods and practices for adjusting, modifying, and improving IT systems by communicating appropriate tests and approved IT changes to all users concerning systems, network and software information relevant to keeping their systems up and functioning.

Recommends policies and procedures to ensure IT reliability and accessibility, and to prevent unauthorized access to systems, networks, and data.

Ensures that all users are kept informed of appropriate tested and approved IT changes concerning the system, network and software information relevant to keeping their systems up and functioning properly.

Recommends system design, programming specifications, and test plans, and may be called upon to develop suggestions for adding devices to layout; assists customers in installing applications; and troubleshoots post-installation problems.

Maintains and records appropriate paper documents and online or electronic records of all user requests for assistance and maintains current updates of the status and resolution of all requests, and closes open trouble tickets upon completion.

Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of and skill in applying IT interrelated technical methods, concepts, principles, and practices; DFS' infrastructure; and performance management and measurement, systems testing and evaluation, and IT security test methods, tools, principles and techniques.

Skill in applying a wide variety of applications as well as COTS products and components; also characteristics of equipment and programming to analyze, diagnose and resolve operating problems.

Knowledge of IT security principles; and the infrastructure in order to understand DFS' operations; and internet technologies to analyze the potential of systems, networks and data.

Ability to analyze and resolve problems appropriately; cost benefit analysis principles and methods; and oral and written communication techniques are required to interact with users/customers.

Knowledge of and skill in applying a variety of applications, operating systems, protocols, and equipment used by customers; as well as the methods and practices of troubleshooting, recovering, adjusting, modifying, and improving IT systems that are sufficient to provide advice and assistance to customers; troubleshoot complex problems; and provide support in a manner that minimizes interruptions in customers' ability to carry out critical business activities.

Skill and ability to develop requirements and specifications for systems to meet agency requirements.

SUPERVISORY CONTROLS

The supervisor outlines the objectives and the incumbent may receive guidance from higher IT Specialists. The incumbent plans and carries out assignments and analyzes and troubleshoots by diagnosing the customers' problems/requests. Independently interprets policies, regulations and procedures. Resolves complex, controversial and/or unprecedented issues and problems and exercises judgment in solving most conflicts that arises. Keeps the supervisor informed of potentially controversial problems or situations.

Assignments are reviewed for soundness of approach in meeting requirements as well as the feasibility of recommendations to ensure that the resolution to customer's problems or inquiries is effective in meeting the overall requirements and/or the expected results.

GUIDELINES

Guidelines consists of a variety of internal materials and IT manuals, DFS systems, D.C. Office of the Chief Technology Officer, regulations techniques and processes, however, they may not always be directly applicable to issues and problems. Available precedent outlines the preferred approach to more general problems or issues, which require the incumbent to utilize judgment to research, chose, interpret, modify, and apply available guidelines for adaptation to specific problems or issues.

COMPLEXITY

The work resolves a variety of IT problems and issues that are generated by the users. The incumbent diagnoses the problem(s) by utilizing personal knowledge and abilities to recognize what needs to be done and/or provide instructions or training when required. Tests may be required to select the best method(s) and processes to ensure that the recommended solution is appropriate, which may require various methods and processes to reach the end result.

SCOPE AND EFFECT

The work consists of providing assistance to the users' problems and situations that are related their computer system(s) and resolutions are made in accordance with internal criteria.

Provides training or provides instructions to users in order for them to implement and operate their IT system. Users are also educated in the use and purpose of various methods and processes to accomplish their assignments.

PERSONAL CONTACTS

Contacts are with customers at various levels, managers, and co-workers, consultants, contractors, and vendors, systems engineers, telecommunication experts, etc.

PURPOSE OF CONTACTS

The purpose is to provide user assistance and resolve operating problems and issues associated with the use of their computer hardware, software, and network components. Persuades or influence users to accept and implement findings and recommendations. Resistance may be encountered. Must be skillful in gaining acceptance and support by utilizing persuasion accept decisions and resolutions.

PHYSICAL DEMANDS

The work is sedentary, there are no physical demands; however, the incumbent may be required to travel to the users worksite/workstation to provide assistance or training or demonstrate work methods/processes.

WORK ENVIRONMENTS

The work is performed in an office setting or computer lab.

OTHER SIGNIFICANT FACTS

Completion of a four (4) year course of study leading to a bachelor's degree with a major in any field, which includes or is supplemented by at least 24 semester hours in any combination of the following fields: business administration, science, or Information Technology.

Must have at least one (1) year of specialized experience equivalent to the grade 09 level.

SPECIAL REQUIREMENTS

This position's duty station will be housed within the Consolidated Forensic Laboratory (CFL) which is a protection-sensitive facility. As such, incumbents of this position shall be subject to criminal background checks, background investigations, and mandatory drug and alcohol testing, as applicable. Also incumbent is required to submit a buccal swab as a DNA reference sample for the purposes of internal Quality Control.