

Draft Information Technology Specialist (Skills-Based) Series Specifications

Concept

This proposed consolidated series specification describes four levels of skills-based classes used to develop, deliver, and technically support information systems and services throughout state government.

This consolidated class concept is new and defined by what is referred to as functional areas. "Skills-Based" functional areas were used because narrow class definitions, such as programmer and database administrator, do not reflect many of today's IT work assignments. IT jobs often consist of a combination of work performed in the 14 functional areas defined. Individual position duty statements will reflect the varied work performed in the class series. Employees may perform work in one functional area and/or any combination of functional area(s) of significance to the position.

Functional Areas:

1. *Client Server Application Development*
2. *Legacy Application Development*
3. *Web Application Development*
4. *Customer Technical Support*
5. *Database Administration*
6. *Data Administration*
7. *Server and Systems Support*
8. *Information Systems Security Administration*
9. *Information Technology Business Consultant*
10. *Information Technology Project Management*
11. *Information Technology Document Writer*
12. *Network Administration*
13. *Website Administration and Development*
14. *Telecommunications*

Job Analysis Methodology

A number of steps were followed to develop the draft specifications:

- An extensive literature search and environmental scan was conducted to see how other organizations classify their information technology employees.
- The tasks and associated competencies, along with information from prior studies, were originally developed by DPA and SEIU Unit 1 and grouped into 11 class definitions, (such as network administrator, IT business consultant, and programmer, etc).
- The ITMA XII group took the data and developed a web-enabled survey to validate the work and associated competencies at the entry, journey, and advanced levels.

- Subject Matter Experts (SMEs) were then assembled to verify this information and build the specifications (including work descriptions, and knowledge and abilities required for each class level).
- These SMEs took the information and held numerous focus group sessions with functional area experts and as a result the number of functional area descriptions grew to 14.

Next Steps

The IT Specialist draft specifications are being prepared to share with the groups that will be using them, including IT hiring managers and supervisors, employees, and personnel office staff. Information will be shared in the following ways:

- The union is preparing an online survey for their members to ask them questions about the new draft IT Specialist (Skills-based) series specification
- We are working with Sacramento State College of Continuing Education to develop a separate online survey that will be sent to IT managers and supervisors to validate the content in the draft specification(s).
- Additional information sessions will be scheduled in *late spring/early summer* for HR professionals and IT managers and supervisors.

Once the specifications are “vetted” a State Personnel Board Item package will be developed and sent to both the union and State Personnel Board for review. This step will occur in *mid to late summer of 2007*. The new classes and reallocation of current employees will not actually happen until *spring 2008*, to coincide with procurement and development of a new selection system with skills-based certification capabilities.

The IT Technician series is also “under construction”. A web-enabled validation survey will be sent out *early April 2007*. IT Technician supervisors and managers, as well as employees working in the Information Systems Technician and Computer Operator class series, will be asked to complete the survey. The results of the survey will be used to develop new a skills-based Information Technician class series.

The draft specifications for both the skills-based IT Technician and IT Manager and Supervisor series are scheduled to be completed in *July 2007*.

What You can do to Assist

The IT Specialist draft specifications were developed by SMEs and have been through several validation steps so they should accurately describe the IT work performed at various levels throughout the state. The one area that has not been as closely reviewed is the functional area for Telecommunications (14). This functional area only captures telecommunications work related to IT business Telecommunications, not public safety.

In this review process we are primarily interested in finding out whether:

- we have captured all the work across state government in the 14 functional areas
- if competencies or language needs clarification; and

- if essential competencies have been missed and need to be added.

Any comments related to these items can be sent to Karenlynch@dpa.ca.gov

Position Allocation Tool

A web-enabled tool is currently being developed to assist IT managers and supervisors and HR staff to develop skills-based duty statements. The tool will be an interactive electronic searchable version of the tasks, related skills standards, and allocation criteria for the proposed consolidated information technology classifications. This web-based database tool will allow easy access to the variety of information available for the 14 information technology functional groups for these consolidated classes. This automated tool will also be available *spring 2008*.