

Information Technology Specialists, #39110
Occupational Family: Engineering and Technology
Pay Band Range: 4 - 8

Concept of Work

This Career Group provides career tracks for **information technology specialists and managers** performing various information technology functions. Positions range from entry level to executive management and cross several functional areas including but not limited to systems analysis, information security, programming, application development, systems software development, web development, database administration, network and systems administration/engineering, network architecture, enterprise and solutions architecture, user support, network support, and project management.

It is the policy of the Commonwealth that classified Cybersecurity positions meet the expectations of the [Cybersecurity Workforce Framework](#) from the National Initiative for Cybersecurity Education (NICE.)

This framework serves as a fundamental reference to support a workforce capable of meeting an organization's cybersecurity needs. It provides organizations with a common, consistent lexicon that categorizes and describes cybersecurity work by Category, Specialty Area, and Work Role. It is a resource from which organizations or sectors can develop additional publications or tools that meet their needs to define or provide guidance on different aspects of workforce development, planning, training, and education.

Roles Comprising This Group

These roles describe the collective characteristics of the work performed by employees in the **Information Technology Specialists** Career Group. Each role represents a different level of work, or career progression.

Each of these career paths requires work-related knowledge, skills, and abilities that may not naturally lead to other paths for career progression. Career paths may exist within a single role, or extend to other roles in this Career Group or to roles in other occupationally related Career Groups.

PAY BAND	PRACTITIONER ROLES	ROLE CODE	MANAGEMENT ROLES	ROLE CODE
4	Information Technology Specialist I	39111		
5	Information Technology Specialist II	39112		
6	Information Technology Specialist III	39113	Information Technology Manager I	39115
7	Information Technology Specialist IV	39114	Information Technology Manager II	39116
8			Information Technology Manager III	39117

Role Descriptions

These roles are distinguished by the Compensable Factors of Complexity, Results, and Accountability. The Compensable Factors should be used for position classification and compensation analysis. Position recruitment and selection standards must be based on the knowledge, skills, and abilities indicated in the Employee Work Profile.

Information Technology Specialist I	Code: 39111	Pay Band: 4	SOC: see appendix
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The **Information Technology Specialist I** role is for entry level positions applying basic skills, knowledge, and understanding. This role requires relevant knowledge and/or equivalent relevant experience in the field. The role may also require relevant and necessary certifications. Jobs in this role may include, but are not limited to, journey programmer/developer or project coordinator.

Information Technology Specialist I

<p>COMPLEXITY</p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of</p>	<ul style="list-style-type: none"> • Knowledge of fundamental concepts, practices, procedures, and existing policies and guidelines in a specialized area of information technology. • Tasks range from having some variation and difficulty to having moderate variation and difficulty.
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<p>work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> • Basic ability to apply specialized concepts, practices, procedures, and policies to meet customer needs and requirements. • Work may require contact with users, managers, and more senior IT staff.
<p>RESULTS</p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> • Work outcomes enable users to perform necessary work functions effectively. • Results impact the quality and availability of services to users. • Results affect the timely completion of projects and services. • Consequences of error include the inability of users and citizens to access and use Commonwealth systems; system failure; insecure systems; and the unreliability of information and data produced by systems.
<p>ACCOUNTABILITY</p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> • Entry level positions work under immediate supervision and with detailed instructions. Work is often checked for accuracy. • Refers questions and more complex problems to higher levels. • Higher levels within the role may provide guidance and training to less experienced staff. • Follows supervisory guidance to ensure all compliance expectations are met.

<p>Information Technology Specialist II</p>	<p>Code: 39112</p>	<p>Pay Band: 5</p>	<p>SOC: see appendix</p>
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This role is for mid-level specialists applying moderate level skills and competencies. The role requires knowledge and some relevant experience in the field. The role may also require relevant and necessary certifications. This role may also have supervisory responsibilities. Jobs in this role may include, but are not limited to, programmer/developer or business analyst.

Information Technology Specialist II

<p>COMPLEXITY</p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> • Work ranges from moderately complex and varied to working on multiple, complex projects or systems independently. May also function at a high level of technical variation and difficulty. • Knowledge of and experience in applying fundamental concepts, practices, and procedures of particular function through possessing and applying a broad knowledge of principles, practices, and procedures for the completion of difficult assignments. • May provide consultation and provide advice on major implementations ensuring that services are not compromised. • May participate in strategic planning activities, data analysis to predict future needs and identify enhancements, budgeting and cost analysis, developing technical standards and policies, planning of work to meet project deadlines, and priority setting. • May supervise other employees performing various managerial and leadership activities. • Contacts may include interactions with customers to identify and perform actions to meet customer needs. • Collaborates effectively with team members to ensure success of projects and systems.
<p>RESULTS</p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> • Results may impact the initiation, implementation, or productions of projects, systems, or services. • Results affect data analysis and methodologies. • Results affect the reliability and utilization of systems, applications, and services. • Supervisory results would be measurable by performance of subordinate staff in meeting goals and objectives. • Impact of services ranges from individual users to large populations accessing state services. • Consequences of error include the inability of users and citizens to access and use Commonwealth systems; system failure; insecure systems; and the unreliability of information and data produced by systems.
<p>ACCOUNTABILITY</p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> • Responsible for providing guidance, technical leadership, and training to less experienced staff including serving in a lead or senior capacity. • May supervise, instruct, direct, and monitor the work of staff. • Manages most issues and refers complex issues to higher levels. • Work is evaluated through project progress and results. • Must use excellent analytical and communication skills to

	<p>understand, evaluate, and identify options to meet identified goals.</p> <ul style="list-style-type: none"> • Independent judgment in responding to most requests. • Ensures compliance with all necessary rules, regulations, standards and laws.
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Information Technology Specialist III	Code: 39113	Pay Band: 6	SOC: see appendix
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This role is for advanced level positions applying a significant proficiency in depth of knowledge and experience. The role requires extensive knowledge and relevant experience in the function. The role may also require relevant and necessary certifications. This role may also have supervisory responsibilities. Jobs in this role may include, but are not limited to, project manager, senior systems analyst, senior programmer/developer, or architect.

<p>COMPLEXITY</p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> • Tasks include a high level of technical variation and difficulty performed with deadlines and heavy workloads. • Possesses and applies a significant depth of expertise of principles, practices, and procedures of a particular function. • May perform work in multiple functional areas. • May provide consultation and advice on major implementations ensuring that services are not compromised. • May provide technical leadership on integration of various related systems. • May participate in strategic planning activities. • May supervise or lead other employees performing various managerial and leadership activities. • May review and analyze data to predict future needs and recommend enhancements. • May prepare budgeting and cost analyses. • May develop technical standards, project documentation, and policies. • May plan the work of others to meet project deadlines and to set priorities based on user needs. • May evaluate the effectiveness of services and recommend changes in procedures to meet user needs. • Contacts include interactions with customers on significant topics to identify, plan, and perform actions to meet customer needs. May also train customer to be able to use systems and tools. • Collaborates effectively with team members to ensure
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	<p>success of projects and systems.</p>
<p>RESULTS</p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> • Ensures that implementation efforts do not compromise systems or services. • Ensures the successful integration of systems, platforms, and architectures. • Successfully delivers system services and improvements to customers. • Supervisory results would be measurable by performance of subordinate staff in meeting goals and objectives. • Consequences of error include the inability of users and citizens to access and use Commonwealth systems; system failure; insecure systems; and the unreliability of information and data produced by systems. • Consequences of error may also include delayed projects or failed project implementations.
<p>ACCOUNTABILITY</p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> • Provides technical leadership and training to less experienced staff and may serve in a lead or senior capacity. • May supervise, instruct, direct, and monitor the work of staff. • Works independently and refers only the most complex issues to higher levels. • Decision making requires sound judgment based on expertise and experience. • Ensures compliance with all necessary rules, regulations, standards and laws.

<p>Information Technology Specialist IV</p>	<p>Code: 39114</p>	<p>Pay Band: 7</p>	<p>SOC: see appendix</p>
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This role consists of positions that range from the highest level technical expert in specialized areas to supervisory level positions. Supervisory positions coordinate all activities of a unit with multiple projects to meet project deadlines and budgets. These positions require extensive knowledge and experience in the functional area. The role requires comprehensive knowledge and extensive specialized expertise in the function. The role may also require relevant and necessary certifications. Jobs in this role may include, but are not limited to, enterprise architect, senior project manager, and solutions architect.

<p>COMPLEXITY</p> <p>Describes the nature of work in terms of resources used or</p>	<ul style="list-style-type: none"> • Possesses and applies comprehensive knowledge in a specialized area(s) to oversee significant assignments and provides technical expertise for significant
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<p>encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<p>assignments.</p> <ul style="list-style-type: none"> • Supervisory positions know and apply fundamental concepts, practices, and procedures of the function and of leadership. • Contacts include interactions with customers to identify, plan, and perform actions to meet customer needs. Contacts also include interactions as an “expert” in the relevant technical area. • May perform work across multiple functional areas as an expert in those areas. • Provides technical leadership on integration of various related systems. • Serves as an expert in strategic planning activities. • Analyzes and evaluates data to predict future needs and recommend enhancements. • Prepares budgeting and cost analyses, technical standards, project documentation, and policies that significantly impact IT operations. • Leads and collaborates effectively with team members to ensure success of projects and systems.
<p>RESULTS</p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> • Ensures that final results and project completion are successful. • Ensures that systems consistently perform to requirements. • Identifies, plans, and implements improvements that add value to system operations while minimizing costs. • Supervisory results would be measurable by performance of subordinate staff in meeting goals and objectives. • Consequences of error include the inability of users and citizens to access and use Commonwealth systems; system failure; insecure systems; and the unreliability of information and data produced by systems. • Consequences of error may also include delayed projects or failed project implementations.
<p>ACCOUNTABILITY</p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> • Provides technical leadership as an advisor to other colleagues, departments, and customers. • Accountable for resolving the most complex issues. • Accountable for ensuring the operability of systems critical to agency or enterprise work. • May supervise, instruct, direct, and monitor the work of project or system staff. • Decision making requires sound judgment based on extensive expertise and experience. • Provides technical leadership and training to less experienced staff and may serve in a lead or senior

	<p>capacity.</p> <ul style="list-style-type: none"> Ensures compliance with all necessary rules, regulations, standards and laws.
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Information Technology Manager I	Code: 39115	Pay Band: 6	SOC: 11-3021
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This role consists of entry level management positions that are responsible for managing programs and resources. These positions supervise multiple supervisors and require substantial knowledge and leadership experience. The role may also require relevant and necessary certifications.

Information Technology Manager I

<p>COMPLEXITY</p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> Directs, through subordinate supervisors, all program, operations, and staff in assigned areas. Performs managerial and technical work ranging from moderate to considerable difficulty. Responsibilities include planning, implementing, and/or improving systems and services. Knows and applies concepts, practices, and procedures of supervision and leadership. Contacts include interactions with customers to identify, plan, and perform actions to meet customer needs. Contacts also include interactions with subordinates to provide leadership and guidance in managing the area.
<p>RESULTS</p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> Results are measured by the financial impact of the work, timeliness of the work, and quality of the work provided to customers. Consequences of error include the inability of users and citizens to access and use Commonwealth systems; system failure; insecure systems; and the unreliability of information and data produced by systems. Consequences of error may also include delayed projects or failed project implementations. Management and leadership results would be measurable by performance of subordinate staff in meeting goals and objectives.
<p>ACCOUNTABILITY</p> <p>Describes responsibility or</p>	<ul style="list-style-type: none"> Manages most situations independently but may seek guidance on unusual situations.

<p>authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> • Relies on expertise and judgment to determine, plan, and monitor work or a unit. • Significant management responsibilities in assigned area. • Uses strong technical skills to direct and assist staff. • Ensures compliance with all necessary rules, regulations, standards and laws.
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<p>Information Technology Manager II</p>	<p>Code: 39116</p>	<p>Pay Band: 7</p>	<p>SOC: 11-3021</p>
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This role consists of mid to high level management positions that are responsible for managing programs and resources. These positions supervise multiple supervisors and require significant knowledge and leadership experience. The role may also require relevant and necessary certifications.

Information Technology Manager II

<p>COMPLEXITY</p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA's, and nature of contacts.</p>	<ul style="list-style-type: none"> • Directs, through subordinate supervisors, all program, operations, and staff in assigned areas. • Responsible for budgets and fiscal activity for assigned areas. • Responsible for strategically planning, organizing, staffing, and coordinating functional areas. • Plans and implements the delivery and improvement of services. • Reviews functional area accomplishments toward agency objectives in order to determine operational effectiveness. • Possesses and applies comprehensive knowledge of leadership and management principles and practices. • Possess and applies comprehensive knowledge of particular function to the oversight of significant assignments or responsibilities. • Contacts include interactions with customers to identify, plan, and perform actions to meet customer needs. • Contacts also include interaction with subordinates to provide leadership and guidance in managing the area.
<p>RESULTS</p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions,</p>	<ul style="list-style-type: none"> • Effective management of major organizational units that provide responsive services. • Contributes to the organization through strategy definition and implementation. • Results are defined by project results.

<p>effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> • Consequences of error include the inability of users and citizens to access and use Commonwealth systems; system failure; insecure systems; and the unreliability of information and data produced by systems. • Consequences of error may also include delayed projects or failed project implementations.
<p>ACCOUNTABILITY</p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> • Program direction with several units or sections. • Relies on experience and judgment to plan and accomplish goals. • Manages critical functional area or operation. • Significant customer and stakeholder relationship management responsibilities. • Provides leadership in the organization and independently makes most decisions/initiates actions. • Ensures compliance with all necessary rules, regulations, standards and laws.

<p>Information Technology Manager III</p>	<p>Code: 39117</p>	<p>Pay Band: 8</p>	<p>SOC: 11-3021</p>
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This role consists of executive director level positions that are responsible for managing programs and resources and that require extensive knowledge and leadership experience. These positions are responsible for providing services to multiple state agencies and/or for agency systems that provide services for significant segments of Virginia’s citizens. These positions supervise multiple supervisors. The role may also require relevant and necessary certifications.

Information Technology Manager III

<p>COMPLEXITY</p> <p>Describes the nature of work in terms of resources used or encountered and the processes applied. It takes into account the difficulty of work, scope and range of assignments, KSA’s, and nature of contacts.</p>	<ul style="list-style-type: none"> • Directs, through subordinate supervisors, all program, operations, and staff in assigned areas. • Performs work of unusual difficulty in the executive level management of major functional areas. • Responsible for major programmatic areas of the agency’s operations. • Possesses and applies advanced knowledge of management principles and practices. • Possess and applies comprehensive knowledge of particular functions to the oversight of significant
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	<p>assignments.</p> <ul style="list-style-type: none"> • Contacts include agency staff, other agency directors, cabinet secretaries, and other key administration leaders.
<p>RESULTS</p> <p>Describes work outcomes; range and impact of effects; benefit or harm to citizens; gain or loss of resources; and goodwill created. It takes into account impact of actions, effect of services, and consequence of error.</p>	<ul style="list-style-type: none"> • Work is accomplished through multiple business units. • Results are measured by the achievement of the goals as related to the mission of the agency. • Errors occurring at this level could have a severe impact on the systems accessibility to business users and the public including the inability of users and citizens to access and use Commonwealth systems; system failure; insecure systems; and the unreliability of information and data produced by systems. • Consequences of error may also include delayed projects or failed project implementations. • Delivery of expected service will improve how business is executed within state government and with customers.
<p>ACCOUNTABILITY</p> <p>Describes responsibility or authority exercised in terms of guidance, independence and autonomy of functioning and finality of decisions made. It takes into account leadership, judgment and decision making, and independence of action.</p>	<ul style="list-style-type: none"> • Decisions are made independently and impact major programs of the agency. • Significant executive management responsibilities. • Significant executive level customer and stakeholder relationship management responsibilities. • Relies on extensive expertise and judgment to determine, plan, and accomplish goals. • Ensures compliance with all necessary rules, regulations, standards and laws.

Appendix A - Statistical Reporting

Positions in this Career Group include, but are not limited to, the following:

Standard Occupational Title (2010)	Standard Occupational Code (2010)	Description
Computer and Information Systems Managers	11-3021	<p>Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.</p> <p>Illustrative examples: <i>Chief Technology Officer, Management Information Systems Director, Information Technology Systems Director</i></p>
Computer Systems Analysts	15-1121	<p>Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.</p> <p>Illustrative examples: <i>Systems Architect, Information Systems Analyst, Applications Analyst, Data Processing Systems Analyst</i></p>
Information Security Analysts	15-1122	<p>Plan, implement, upgrade, or monitor security measures for the protection of computer networks and information. May ensure appropriate security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and viruses.</p> <p>Illustrative examples: <i>Computer Security Specialist, Network Security Analyst, Internet Security Specialist</i></p>
Computer Programmers	15-1131	<p>Create, modify, and test the code, forms, and script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information.</p> <p>Illustrative examples: <i>Systems Programmer, Computer Language Coder, Applications Programmer</i></p>
Software Developers, Applications	15-1132	<p>Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers.</p> <p>Illustrative examples: <i>Computer Applications Engineer, Database Developer, Software Applications Architect, Software Applications Engineer</i></p>
Software Developers, Systems Software	15-1133	<p>Research, design, develop, and test operating systems-level software, compilers, and network distribution software for medical, industrial, military, communications, aerospace, business,</p>

Standard Occupational Title (2010)	Standard Occupational Code (2010)	Description
		<p>scientific, and general computing applications. Set operational specifications and formulate and analyze software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis.</p> <p>Illustrative examples: <i>Software Systems Engineer, Embedded Systems Software Developer, Computer Systems Software Architect</i></p>
Web Developers	15-1134	<p>Design, create, and modify Web sites. Analyze user needs to implement Web site content, graphics, performance, and capacity. May integrate Web sites with other computer applications. May convert written, graphic, audio, and video components to compatible Web formats by using software designed to facilitate the creation of Web and multimedia content. Excludes "Multimedia Artists and Animators" (27-1014).</p> <p>Illustrative examples: <i>Web Designer, Internet Developer, Intranet Developer</i></p>
Database Administrators	15-1141	<p>Administer, test, and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. May plan, coordinate, and implement security measures to safeguard computer databases.</p> <p>Illustrative examples: <i>Database Security Administrator, Database Management System Specialist</i></p>
Network and Computer Systems Administrators	15-1142	<p>Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test Web site performance to ensure Web sites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures.</p> <p>Illustrative examples: <i>Wide Area Network Administrator, Network Security Administrator, Network Coordinator</i></p>
Computer Network Architects	15-1143	<p>Design and implement computer and information networks, such as local area networks (LAN), wide area networks (WAN), intranets, extranets, and other data communications networks. Perform network modeling, analysis, and planning. May also design network and computer security measures. May research and recommend network and data communications hardware and software.</p> <p>Illustrative examples: <i>Network Developer, Network Designer, Computer Network Engineer</i></p>
Computer User Support Specialists	15-1151	<p>Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, or via telephone or electronically. May provide assistance concerning the use of</p>

Standard Occupational Title (2010)	Standard Occupational Code (2010)	Description
		<p>computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.</p> <p>Illustrative examples: <i>Desktop Support Specialist, Help Desk Technician, End-User Support Specialist</i></p>
Computer Network Support Specialists	15-1152	<p>Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.</p> <p>Illustrative examples: <i>Network Technician, Network Support Technician, Network Diagnostic Support Specialist</i></p>
Computer Occupations, All Other	15-1199	<p>All computer occupations not listed separately. Excludes "Computer and Information Systems Managers" (11-3021), "Computer Hardware Engineers" (17-2061), "Electrical and Electronics Engineers" (17-2070), "Computer Science Teachers, Postsecondary" (25-1021), "Multimedia Artists and Animators" (27-1014), "Graphic Designers" (27-1024), "Computer Operators" (43-9011), and "Computer, Automated Teller, and Office Machine Repairs" (49-2011).</p> <p>Illustrative example: <i>Computer Laboratory Technician, Geographic Information Technician, Project Manager, Business Intelligence Specialist</i></p>

New Effective Date: 06/15/2015

History**Information Technology Specialist I**

CLASS CODE	CLASS TITLE	GRADE
16041	Applications Programmer/Analyst Entry	11
16051	Systems Engineer Entry	11
16081	Network Analyst Entry	11
16091	InformationTechnology Analyst Entry	11
16011	Equipment & Applications Specialist Entry	9
16012	Equipment & Applications Specialist	11
15041	Programmer Trainee	TR
15042	Programmer	10
35171	Telecommunications Systems Planner	11
15081	Computer Network Support Technician	9
15082	Computer Network Support Technician Senior	10
15012	Installation and Repair Technician Senior	10
73101	DMV DP User Liaison	11

Information Technology Specialist II

CLASS CODE	CLASS TITLE	GRADE
16042	Applications Programmer/Analyst	12
16043	Applications Programmer/Analyst Senior	14
16052	Systems Engineering Specialist	14
16082	Network Analyst	12
16083	Network Analyst Senior	14
16092	Information Technology Analyst	13
16093	Information Technology Analyst Senior	14
16013	Equipment & Applications Specialist Senior	12
16014	Equipment & Applications Specialist Expert	13
16015	Equipment & Applications Specialist Consultant	14
16016	Equipment & Applications Specialist Lead	14
15043	Programmer/Analyst	12
15044	Senior Programmer/Analyst	14
15051	Computer Systems Engineer	14
35333	Telecommunications Customer Service Lead Representative	12
35223	Telecommunications Services Specialist	12
35131	Telecommunications Network Analyst	13
35091	Telecommunications Engineer	14
35132	Telecommunications Network Supervisor	14
35081	Telecom Support Services Manager	14
15013	Installation and Repair Technician Supervisor	12
27426	DPT Computer Network Engineer	13
41184	Emergency Medical Service Communications Engineer	13
46162	Human Resources DP User Liaison	13

Information Technology Specialist III

CLASS CODE	CLASS TITLE	GRADE
16044	Applications Programmer/Analyst Expert	15
16045	Applications Programmer/Analyst Consultant	16
16046	Applications Programmer/Analyst Lead	16
16047	Applications Programmer/Analyst Supervisor	17
16053	Systems Engineer Senior	15
16054	Systems Engineer Expert	16
16055	Systems Engineer Consultant	17
16056	Systems Engineer Lead	17

16084	Network Analyst Expert	15
16085	Network Analyst Consultant	16
16086	Network Analyst Lead	16
16087	Network Analyst Supervisor	17
16094	Information Technology Analyst Expert	15
16095	Information Technology Analyst Consultant	16
16096	Information Technology Analyst Lead	16
16097	Information Technology Supervisor	17
15045	Systems Analyst	15
15046	Programming/Systems Development Supervisor	16
15052	Computer Systems Senior Engineer	15
15067	Data Base Analyst	15
15053	Computer Center Lead Engineer	16
15068	Data Base Administrator	16
15054	Computer Systems Chief Engineer	17
15069	Data Base Administrator Senior	17
35172	Telecommunications Systems Planner Senior	15
35092	Telecommunications Engineer Supervisor	15
35111	State Telecommunications Engineer	15/16
35112	State Telecommunications Engineer Supervisor	16/17
35161	State Telecommunications Network Analyst	14/15
35162	State Telecommunications Network Supervisor	15/16
35082	State Telecommunications Support Services Manager	15/16
35181	State Telecommunications Systems Planner	14/15
35182	State Telecommunications Systems Planner Supervisor	15/16
35191	State Public Telecommunications Analyst	15
35192	State Public Telecommunications Analyst Senior	16

Information Technology Specialist IV

CLASS CODE	CLASS TITLE	GRADE
16057	Systems Engineering Supervisor	18

Information Technology Manager I

CLASS CODE	CLASS TITLE	GRADE
16017	Equipment and Applications Specialist Supervisor	15
16018	Equipment and Applications Specialist Supervisor Senior	17

Information Technology Manager II

CLASS CODE	CLASS TITLE	GRADE
15061	Data Processing Operations Manager	17/18
15062	Systems Development Manager	17/18
15063	Data Processing Manager	17/18
15064	Data Processing Director	18/19
14134	State Data Administrator	18/19
14135	Information Technology Manager	18/19
35113	State Telecommunications Engineer Manager	17/18
35183	State Telecommunications Systems Planning Manager	17/18
14136	Information Technology Senior Manager	19/20

Information Technology Manager III

CLASS		

CODE	CLASS TITLE	GRADE
14139	Information Technology Division Director	20/21
14151	Information Technology Deputy Director – Finance & Administration	21/22
14155	Information Technology Deputy Director – Services	21/22

Final September 25, 2000

*The compensable factors should be used for classification and compensation analysis. Recruitment and selection standards must be based on job-related knowledge, skills, abilities, and competencies as indicated in the Employee Work Profile.