

VIIG INFORMATION TECHNOLOGY SPECIALIST

Classified Unclassified

New Revised

DEFINITION:

Under the General Supervision of the Virgin Island's Inspector General and Deputy VI Inspector General, this employee works in a confidential capacity to the policymaker. Employee will be primarily responsible for providing computer technical support, end-user problems, work in computer-based information systems, software applications, web resources, computer hardware, and any network and enterprise systems. The employee will serve in a Territory-wide capacity.

This work involves the handling of highly confidential data and material. The employee establishes and maintains databases applicable to the day-to-day operations of the agency. The employee will also partake in all policy-making decisions and recommendations relative to handling the agency's information technology workload and providing instructional services.

DUTIES (NOT ALL INCLUSIVE):

Handles highly confidential information in the HRIS system.

Assess network infrastructure regularly to ensure it meets the necessary demands of the department.

Must coordinate between the department and vendors and any contractors about the Information Technology infrastructure and development and consult on potential issues, potential remedies, recommendations, or efficiency controls.

Diagnoses and remedy problems encountered by end-users.

Loan and configure software and applications.

Website maintenance and updates of information.

Installs and configures server workstations, including operating systems, network devices, and printers.

Provides troubleshooting assistance primarily in determining the cause of system failures due to malfunctions or any other issues.

Handles the maintenance of all hardware to include printers and desktop computers.

Conducts site assessments to ascertain any problems and provide technical assistance.

Creates electronic data back-up to prevent the loss of information.

Provides logs and report all problems received in a monthly report to the Inspector General.

Implements security measures and protect the department's data from any outside infiltration.

Handles the installation of any new hardware or software and provide training to employees of its use.

Provides recommendations for maintenance, upgrades, and improvements on the department information technology infrastructure.

Stays updated with technologies and the possible effectiveness of these advancements on the current network system.

Performs other related work as required.

FACTOR 1 – KNOWLEDGE REQUIRED BY THE POSITION

Extensive knowledge in Information Technology, local area networks, servers, computer operating systems, and other related systems to include troubleshooting.

Knowledge of programming, software, hardware system and variety of network management software.

Knowledge of servers, routers, firewalls, ISP's, software, and any other expertise within the information technology field.

Knowledge of the GVI's enterprise resource system's interconnectivity, contact with the enterprise's internal and external users.

Possess excellent information technology communications, leadership, and management skills.

Ability to communicate with co-workers; establish and maintain an effective working relationship with employees and all individuals in this line of work.

Ability to read, write, comprehend, and follow oral and written instructions.

Ability to be able to comprehend detailed computer instructions.

Ability to handle multiple roles simultaneously.

Ability to have a track record of maintaining the integrity of information technology structures.

FACTOR 2 – SUPERVISORY CONTROLS

The employee works under the VI Inspector General and VI Deputy Inspector General's direct supervision, but the employee independently performs the work. In addition to completing work assignments, the employee is responsible for setting standards and providing staff members with assistance.

FACTOR 3 – GUIDELINES

Employee is expected to use knowledge acquired through training and experience in making independent decisions. Federal and agency guidelines and procedures must be followed.

FACTOR 4 – COMPLEXITY

Work is highly confidential and organizational that involves various duties with changing situations and pressures. Employee performs a wide variety of complex technical tasks in repairing computer hardware and software programs and connectivity problems with systems network. The employee provides guidance and assistance to management and other employees as required. The employee must be familiar with multiple approaches to solve problems or issues and possess the expertise to choose the most appropriate ones.

FACTOR 5 – SCOPE AND EFFECT

To provide computer technical support, end-user problems while maintaining databases applicable to the agency's day-to-day operations.

FACTOR 6 – PERSONAL CONTACTS

Employee maintains regular contacts with inter-agency system clients, vendors, and co-workers to resolve networking systems, hardware/software problems.

FACTOR 7 – PURPOSE OF CONTACTS

The purpose of the many contacts is to obtain information concerning hardware, configuration, and networking system problems to isolate and debug them.

FACTOR 8 – PHYSICAL DEMANDS

Physical demands include lifting, moving PC and peripheral equipment, boxes of equipment, pulling, installing cables and wiring, bending, stooping, climbing, walking, driving, and extended periods of sitting.


FACTOR 9 – WORK ENVIRONMENT

Work environment involves usual everyday hazards or discomforts typical of offices, meeting and training rooms, comfortable levels of temperature, ventilation, lighting, and sound are inherent in the work environment. The employee works in an office while maintaining the databases applicable to the day-to-day operations of the agency. The employee is required to travel between districts.

MINIMUM QUALIFICATIONS:

Bachelor's Degree from a recognized institution of higher learning in Computer Science, Information Systems, Data Processing, or closely related field and three (3) years' experience. OR: An associate degree from a recognized college or university majoring in Computer Science, Information Systems, Data Processing, or a closely related field and five (5) years working experience on PC systems and MIS environment.

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Dayna Ciendinen
Director, Division of Personnel