

PART I	HAWAII HEALTH SYSTEMS CORPORATION	2.935
	STATE OF HAWAII	2.936
		2.937
		2.938
	Class Specifications	2.939
	for the classes:	2.940

INFORMATION TECHNOLOGY SPECIALIST SERIES  
SR-16; SR-18; SR-20; SR-22; SR-24; SR-26  
BU:13

INFORMATION TECHNOLOGY SPECIALIST I 2.935

Duties Summary:

Receives orientation and training in providing information technology (IT) services; and performs other related duties as required.

Distinguishing Characteristics:

1. Nature and Purpose of Work:

This is the entry level trainee class in the IT series. It is designed to provide a career oriented introduction to the background, philosophy, concepts and scope of IT services for Hawaii Health Systems Corporation, a practical understanding of the organization, programs, and policies; and participation in orientation, instruction, directed reading, and on-the-job training in the areas of analysis, programming, installation, maintenance and/or systems support. Work assignments are clear-cut, routine.

2. Supervisory Controls:

Positions at this level receive close supervision during the performance of work and training assignments. Specific and detailed instructions as to the tasks to be performed and the procedures to be followed are outlined at the time an assignment is made. Progress is continuously observed for compliance with instructions, thoroughness, and application of basic principles of systems analysis in order to ensure appropriateness of completed work and to assess the trainee's potential and need for further training and development.

3. Guidelines Available:

At this level, employees receive orientation on available references pertaining to their work specialty and are responsible for becoming familiar with such guidelines as state laws, policies, procedures, manuals and directives; HHSC policies, procedures and instructions; related precedents, policies, prescribed work methods and procedures, and operational guidelines. Strict conformance with explicit and detailed procedures and instructions is required.

4. Nature and Scope of Recommendations, Commitments and Decisions:

There is no responsibility for independent recommendations and decisions at this level.

5. Personal Work Contacts:

Person-to-person work relationships are incidental and do not constitute an essential part of the work. Trainees at this level are principally observers in contacts with departments served.

6. Knowledge and Abilities Required:

Knowledge of: Basic mathematics; research methods and techniques; problem solving methods and techniques; report writing.

Ability to: Gather information from various sources; analyze and evaluate data logically; solve problems and draw logical conclusions; perform work thoroughly with attention to detail; communicate clearly and concisely both orally and in writing; prepare clear, complete and concise reports; and establish and maintain effective work relationships with others.

7. Typical Work Assignments:

Attends orientation and training sessions; learns the principles, concepts, work processes, regulations and reference materials fundamental to IT work; accompany a higher level analyst on interviews and meetings as an observer or assistant; performs simple tasks to gain knowledge and develop skill in the application of work processes and techniques; may compile data, search records for data on a specific project, review completed systems flow charts, draft systems flow charts, draft manual procedures requiring minor revisions, and research specific subject matters with the intent of providing higher level specialists with data and other assistance for their projects. Work assignments may also include training in computer programming.

INFORMATION TECHNOLOGY SPECIALIST II

2.936

Duties Summary:

As an advanced trainee, receives instruction in information technology (IT) services; performs a variety of assignments ranging from the simple to moderately difficult which do not require the services of a fully trained IT Specialist; and performs other related duties as required.

Distinguishing Characteristics:

1. Nature and Purpose of Work:

This class is the advanced trainee level through which the trainee advances as part of his/her progression to performance as an independent worker. Assignments range from the simple to the moderately difficult and new matters are accompanied by explicit and detailed instructions concerning procedures, methods, and desired results. Work requires the application of the principles, methods and techniques of systems analysis and computer operations. Complex assignments may be selected to progressively develop the employee for work at the next higher level. Positions may be assigned to assist in developing computer programs as a secondary assignment.

2. Supervisory Control:

Positions at this level receive close supervision on new aspects of the work and specific and detailed instructions, including the exact results desired and procedures to be used are given with each such assignment. All work results and recommendations are reviewed for technical competence, accuracy and completeness. As the trainee's knowledge, abilities, and skills increase, progressively difficult assignments are made for training purposes and supervision is gradually relaxed on routine assignments.

3. Guidelines Available:

Same as Level I except this level is expected to have increased familiarity as to location and kinds of resources available.

4. Nature and Scope of Recommendations, Commitments and Decisions:

Same as Level I. Any recommendations made at this level are reviewed by a specialist of a higher level or by the supervisor for soundness of

analysis, thoroughness, and accuracy in the details of the preliminary work and the application of good reasoning and judgment.

5. Personal Work Contacts:

At this level, a regular and necessary part of the work involves giving and securing simple and easily understood information of a factual character. Contacts with co-workers and operating personnel for whom a study is being made are to obtain and exchange such information and answer routine questions. Contacts with those other than co-workers have generally been initially established by a higher level specialist.

6. Knowledge and Abilities Required:

In addition to the knowledge and abilities required at Level I, knowledge of IT principles, concepts and technical aspects of responsible IT specialty area; use of auxiliary and peripheral IT equipment; functions of various computer operating systems; i.e., computer network, desktop, and/or mainframe and their applications. Incumbents must also possess the ability to learn equipment installation work activities and to document programs, operating instructions and procedures.

Understand and apply the fundamentals of assigned IT specialty area(s); understand, interpret and apply technical written materials, laws, rules, policies and procedures to specific issues; evaluate the effectiveness of, or identify the need for appropriate computer programs or information systems.

7. Typical Work Assignments:

Attends and participates in lecture and discussion sessions; performs and reports on required reading; receives orientation on HHSC programs, record keeping and reporting systems, equipment capabilities, and management needs for information; participates in equipment installation work activities to learn computer operations, coding, diagramming and programming; drafts and tests selected segments of programs; keeps appropriate work records; accompanies a higher level analyst on interviews and meetings as an observer; and aids in the performance of data collection during such field trips; writes program instructions from diagrams developed by others; devises program logic, diagrams and instructions for program and program segments of limited scope and difficulty; modifies existing routines to accommodate limited subject matter or specification changes; drafts and tests selected segments of programs; performs routine debugging according to established methods and procedures to resolve problems with low impact on others; keeps appropriate work records; participates in equipment installation work

activities to learn specialized area(s) of work, i.e., computer operations, coding, diagramming, programming, etc.; and analysis of telecommunication system malfunctions; assists higher level specialist with establishing and maintaining data dictionaries and standard glossaries of terms; reviews system logs to identify events and errors; runs basic tests on hardware/software and resolves simple problems; installs and updates basic PC configurations; and troubleshoots hardware/networking problems of simple to moderate complexity; assists with database definition of data files and tablespaces; under close supervision; prepares and/or modifies simple application program test data and documentation; assists with identifying and resolving user problems involving applications installed on various platforms, and verifying systems changes; assists with analysis of telecommunication services and user needs; assists with unit, system and/or usability testing to evaluate hardware and software products to determine success in meeting user needs and/or standards; assists with monitoring and tracking of actual IT security risks, threats, and/or violations; assists with Internet server monitoring and maintenance; assists with creating, editing, and/or maintaining web pages.

INFORMATION TECHNOLOGY SPECIALIST III

2.937

Duties Summary:

Performs moderately difficult work of a technical nature in the analysis, evaluation, and development of systems and procedures for information technology (IT) services prepares reports of findings and recommendations; and performs other duties as required.

Distinguishing Characteristics:

1. Nature and Purpose of Work:

This class is the first level of independent worker in the series. Work assignments involve system analysis, programming, installation, maintenance, troubleshooting and/or technical support for the IT program. Work processes analyzed are relatively uniform and stable, generally embrace one homogeneous body of subject matter at a time, and the impact of such work is limited due to the limited scope of the assignment.

Assignments may also involve the maintenance of larger, more complex systems including the development and implementation of minor changes/updates. Work assignments routinely encompass problems of average difficulty and complexity requiring the application of technical

knowledge, skill and sound judgment in the use of fundamental system analyses principles, techniques, standards and guides. Assignments are carried out according to well-established and clearly applicable precedents. May be assigned to develop computer programs as a secondary assignment.

2. Supervisory Control:

Functioning under general supervision, positions at this level are independent of continual observation of work results. A supervisor or team leader assigns work to positions at this level and explains the background of the problem, indicates the results or products expected, may indicate the methods which can be used, and allows discretion in selecting alternative methods which are defined by established practices and/or precedents rather than by innovation. Results of work are usually not reviewed for accuracy or completeness unless unusual problems and/or compatibility with other segments of the system are involved. In cases where unusual problems occur, work is examined closely for the accurate and effective application of pertinent guidelines.

3. Guidelines Available:

In addition to guidelines referenced at Levels I and II, positions at this level are expected to be thoroughly familiar with those guidelines applicable to a particular functional assignment.

4. Nature and Scope of Recommendations, Commitments and Decisions:

Decisions and determinations made at this level are based on clearly applicable procedures or instructions, or on precedent decisions. Directly relevant and controlling precedents are usually readily available, and the work is conditioned by the prescribed parameters of the system or product desired. Recommendations and commitments, when delegated, are limited to resolution of limited, individual problems encountered in the course of developing the system.

5. Personal Work Contacts:

Personal work contacts at this level are characterized by the responsibility for maintaining effective working relationships with supervisors and subordinates of the organizational unit(s). Positions at this level may initiate contacts with operating officials and employees to obtain factual information on which higher level specialists may take action, to give easily understood information on the principles and concepts of IT services to help further the understanding of this specialty area, and to obtain data to further the completion of assigned projects.

6. Knowledge and Abilities Required:

Knowledge of: Same as next lower level.

In addition to abilities required at the next lower level: Make sound and objective decisions; conduct studies of work processes and make sound recommendations; identify, analyze and resolve errors and problems logically and systematically.

7. Typical Work Assignments:

Conducts studies of work processes, procedures, and operations of limited complexity and difficulty as they relate to the conversion of data to a computer based information system; and analyzes and identifies problems and needs;; performs various fact finding tasks and develops preliminary evaluations and recommendations; develops plans, procedures, test data and documentation for implementing a computerized system of limited complexity and difficulty; analyzes, evaluates and makes recommendations on methods and procedures relating to assigned projects; performs application maintenance and minor modifications for a program; participates with higher level specialist in designing report formats; determining data elements, data dictionary, and database design; or development and maintenance of a system; prepares system documentation, operational and user procedural manuals; assists with program coding and development to assure consistency with program design specifications; creates and modifies programs for a client/server system according to established specifications; converts generalized process or flow charts or limited complexity and difficulty into detailed plans, diagrams or charts depicting the operational sequences required for a variety of specific work processes; assists with gathering users' service and equipment needs for client applications, hardware and software product, network infrastructure and/or telecommunications activity; researches hardware/software information, and drafts specifications; coordinates equipment installations, modifications and/or changes; maintains backup, batch queuing, directory maintenance, capacity and resource management, and printing systems; performs standard maintenance, preventive maintenance, modification, testing, debugging, and disaster preparedness, testing and recovery processing according to appropriate standards; assists users in resolving simple connectivity problems, problems logging onto a system, and/or using security software; identifies, monitors, tracks and reports potential and/or actual IT security risks, threats, and/or violations; prepares standard documentation for the maintenance and processing of application programs and subsystems; develops test data and test plans for

application programs and subsystems, including the backup of test data for regression testing; assists in setting up a live web case configuring a web server, and/or programming internet applications; monitors and insures user requirements and vendor operational requirements; utilizes system and database utilities to develop and maintain database test data for regression testing of changes to an application; develops and maintains standard reports and may perform computer programming as a secondary assignment.

INFORMATION TECHNOLOGY SPECIALIST IV

2.938

Duties Summary:

Analyzes and evaluates the operating procedures, work methods and information needs of an organization; performs information technology (IT) work of a technical nature involving the full range of problems; develops plans for the implementation of recommended systems and processes; may supervise a project team including technology specialist(s); and performs other related duties as required.

Distinguishing Characteristics:

1. Nature and Purpose of Work:

This level involves the independent performance of systems analysis, design, acquisition, installation, maintenance, programming, troubleshooting, problem resolution and/or consulting services for specific aspects of complex IT systems. Work involves the full range of problems and consists of various duties that involve applying a series of different and unrelated processes and methods; and requires identifying and analyzing important factors and conditions to recognize and apply an understanding of interrelationships among different IT functions and activities.

Assignments may also involve the maintenance of large and complex systems including the development and implementation of system modifications and improvements.

2. Supervisory Control:

Supervisory control over this level is general in nature. The desired end product is usually indicated and alternative methods which may be used may be suggested, but not explicitly prescribed. Specialists at this level are expected to be sufficiently expert in their knowledge and judgment to warrant only a cursory review of their decisions. However, more

immediate guidance and control are given when work projects are those which are normally assigned to a higher level specialist and require the application of new guides or technical knowledge. Technical review of completed work may also be made when the results will have significant impact on other existing or planned systems.

3. Guidelines Available:

Controlling precedents, policies, procedures and decisions are not immediately apparent and are not self-applying to problems being analyzed by positions at this level. When pertaining to studies, decisions and determinations are based on regulations, laws, rules, instructions, policies, procedures and general data processing concepts and technologies which are not always directly applicable to the existing situations. In some cases, guides are non-existent because of the newness of major changes occurring in the field being studied. Some interpretations and adaptations are required to secure results which are compatible with sound principles of systems analysis and design.

4. Nature and Scope of Recommendations, Commitments and Decisions:

Recommendations, decisions and commitments made by incumbents in this level are limited to results obtained from analysis for data processing purposes of the assigned project area. Though the nature of recommendations, decisions and commitments made by incumbents in this level is similar in some respects to that described in the III level, their judgment and recommendations are heavily relied upon in making final decisions within the prescribed project.

Commitments on individual cases and on problems of a well defined and recurring character, requiring the interpretation and application of administrative rules and regulations, have the effect of finality. On matters which are not well defined or of a recurring nature, commitments made by this level do not commit the unit to a course of action.

5. Personal Work Contacts:

Personal work contacts are characterized by responsibility for maintaining effective relationships with employees, their supervisors, and officials of the organization. A position at this level is capable of readily giving and securing information on matters or problems of a non-recurring nature and in the explanation of or interpretation of facts pertaining to policies, methods, programs, plans, or individual actions.

6. Nature and Extent of Supervision Exercised Over Work of Other Employees:

Positions at this level may supervise information technology specialist position(s) and subject matter specialist(s) assigned on a project basis.

7. Knowledge and Abilities Required:

In addition to the knowledge required at the next lower level, must have knowledge of Principles, and methods to identify, analyze, specify, design and manage functional and infrastructure requirements; planning, organizing, prioritizing and evaluating programs/projects; principles, methods or tools for developing, scheduling, coordinating and managing projects and resources.

In addition to the abilities required at the next lower level, ability to: Advise others on pertinent technical and/or non-technical matters. Must also have the ability to plan efficient layouts, work flow procedures and processes and then integrate these into a complete data processing systems plan.

8. Typical Work Assignments:

Formulates plans for the conduct of studies relating to the various work processes and procedures; conducts systems analysis studies; analyzes, identifies and evaluates needs; meets with and interviews personnel from various levels of management and operations; designs, programs, implements and troubleshoots applications for complex systems; participates in identifying hardware/software-related problems, determines appropriate solution, and develops complete specifications for its resolution and implementation; analyzes and modifies existing computer programs to increase system capabilities, corrects errors, increases system efficiencies, enhances system performance and/or satisfies the changes in the reporting requirements; prepares job control language parameters and utility control statements to execute utility programs to monitor statuses of files; integrates acquisition needs with business plan for users; implements security policies and standards; serves as organization's network, configuration, systems management, and programming resource; develops and maintains security model and procedures for information system and network; recommends hardware and software purchases; and develops specifications for hardware and software; researches new information technologies and identifies potential benefits and impact to program; configures, installs, troubleshoots and maintain program hardware/software for networks; participates in

establishing and maintaining network directory structure; participates in the measurement, analysis, and performance tuning of networks to insure security, connectivity, standard adherence, and proper operations; coordinates work with hardware/software vendors to plan, install and maintain program's computer equipment and networks; designs, writes, tests, corrects, documents and prepares operational computer programs from general system flow charts for project requirements; analyzes and evaluates computer programming problems, determines cause, and recommends and implements corrections; modifies existing programs or program modules to correct or enhance program; prepares comprehensive test files for use in debugging programs and systems to validate that program modifications and enhancements work correctly; prepares detailed production application program and system operating documentation to be used for regularly scheduled processing; prepares backup/restore production processing documentation and disaster preparedness, testing and recovery processing documentation; designs, modifies, tests, and/or implements complex enhancements to web pages, e.g., develops forms and database tables to collect information for internal and consumer use; codes programs from translation of program specification to computerized procedure; performs LAN system administration in accordance with policies, procedures, and standards; provides planning, guidance, assistance, consulting and other technical support services in the development, implementation, inter-connectivity and inter-operability among and between LAN and other computing platforms; maintains and configures internet servers and/or domain name services tables; develops internet applications within design specifications; troubleshoots and resolves problems such as broken links, incorrect formats, and lost pages; performs system administration and maintenance to the web hosting servers, web developing servers and backup, purges and file compressions; conducts live web casts and other multimedia projects; writes database procedures to document process to archive and retrieve archived data.

INFORMATION TECHNOLOGY SPECIALIST V

2.939

Duties Summary:

Serves as senior specialist or team leader performing highly complex work of a technical nature in providing information technology (IT) services; analyzes and evaluates the various objectives, operating procedures, work methods, and information needs of a number of interrelated organizational entities or programs which include substantial and complex problems; is responsible for problem definition and participation in management decision-making and/or may supervise several specialists on a permanent basis; may serve as technical expert in a highly specialized, complex

field and performs other duties as required.

Distinguishing Characteristics:

1. Nature and Purpose of Work:

This level reflects responsibility for work of a highly complex nature requiring comprehensive knowledge in one or more specialty areas. Work typically involves serving as a senior specialist in an assigned area requiring highly specialized technical knowledge for a range of various systems or for a highly complex system; or serving as project or team leader (e.g., initiating and completing highly complex projects, coordinating and directing a team of lower level specialists, ensuring accuracy and timely completion) on a regular basis.

Work regularly involves systems analysis, design, acquisition, installation, maintenance, programming, troubleshooting, security and/or consultation for complex computing systems, applications, databases or database management systems, telecommunication, web page and/or operational problems.

2. Supervisory Control:

Supervision received is very general in nature. Positions at this level are assigned to develop the project plans outlining the methods to be used, a proposed timetable, and a description of the general nature of the final expected product. Upon approval of the plan by the supervisor, work proceeds independently, unless a significant change in the plan is indicated during the progress of work. The final product is limited to a review for administrative decisions. This level specialist has complete freedom from review for technical soundness of the work completed.

3. Guidelines Available:

Determinations are based on specialized knowledge and on precedents and decisions which can be interpreted and applied only through the use of experienced judgment.

4. Nature and Scope of Recommendations, Commitments and Decisions:

Final authority to make commitments is limited by established policies, precedents and administrative regulations and final work products are reviewed primarily for conformance with administrative policies and procedures, budgetary impact, etc. Actions taken at this level may form precedent for other related activities and work assignments may include problems which require consideration of or recommendations for new or

amended legislation for successful solution.

5. Personal Work Contacts:

Personal contacts involve providing and security information on matters or problems of a non-recurring nature; and explaining or interpreting facts pertaining to policies, methods, programs, plans or individual actions.

6. Nature and Extent of Supervision Exercised Over Work of Other Employees:

At this level supervision is exercised over members of a team or unit consisting usually of subordinate specialist positions. A subject matter specialist(s) is frequently detailed to the team. Work activities involve the coordination and determination of priorities and work assignments of subordinate staff and the review of their work for technical adequacy and consistency with overall project needs.

7. Knowledge and Abilities Required:

Knowledge of: same as IV level.

In addition to abilities required at the next lower level: the ability to Coordinate and manage projects; plan, organize, prioritize, coordinate and evaluate program/projects and the ability to direct the work of others.

8. Typical Work Assignments:

Plans and carries out various fact finding tasks to define pertinent information on IT needs; conducts studies related to work flow, work measurement, time distribution, organizational and functional relationships, forms design, etc.; meets with and interviews personnel from various levels of management and operations; analyzes and coordinates subsystems; determines the feasibility of conversion of operations and procedures to appropriate computer programs or information systems; prepares comprehensive reports of findings and recommendations; Plans, organizes, directs and coordinates activities to ensure acceptability, reliability and security of departmental LAN/WAN systems; identifies constraints and alternative solutions; and performs cost benefit analysis on different alternatives; participates in system development process including hardware/software installation, program coding and testing, data conversion and implementation; advises in the development of training programs on the proper and effective use of computer hardware, application development software, utility software, and other general use software; serves as project leader and provides high level technical assistance and guidance to system developers in

integrating ad/or utilizing a wide range of hardware and software, e.g., use of application tools, integration of applications on different platforms, utilization of system utilities, methods and techniques for the development of application systems; serves as technical resource to court programs in their planning, designing, modifying, purchasing, installing, maintaining, securing and troubleshooting of specialized areas such a voice and telephone communication networks, information access and security management, website administration, etc.; advises court programs in the evaluation of connectivity alternatives and provides assistance with the use of network resources, and diagnosis and resolution of voice and telephone communication problems; plans and coordinates hardware and software upgrades and changes including circuits, line types, line speeds, line monitors and scopes, server installation, peripheral hardware and network management software products; provides expertise and consultant services to court programs on the development of application systems, conformance with and implementation of IT security standards and guidelines, installing information security hardware, software and other devices; assists higher level specialist in planning, installing, implementing and maintaining the information security systems; provides analytical and technical support for the database, data dictionary and database software; and advises project managers and IT specialists in structuring databases, on use of data dictionary, and/or database software; designs database files and/or tablespace; reviews and analyzes requests for database resources and services from user agencies and recommends appropriate response; designs, develops, configures, integrates, tests, and implements internet servers and applications; reviews requests for internet services and makes recommendations on web development, multimedia production, etc; provides expertise, planning, and development in internet services to ensure reliability, accessibility and security; and advices and assists in evaluating alternative internet services; plans, designs, and directs procurement processes for complex system and equipment purchases, e.g., operating system, application program, specialized hardware.

INFORMATION TECHNOLOGY SPECIALIST VI

2.941

Duties Summary:

Plans, supervises and coordinates an extensive information technology program; serves as section supervisor or expert specialist; and performs other duties as required.

Distinguishing Characteristics:

1. Nature and Purpose of Work:

This level involves responsibility for the supervision and administration of a section of the information technology division, or serving as an expert specialist where work involves a wide range of IT management activities that typically extend and apply to the entire organization or major components of the organization, e.g., developing and maintaining strategic, business, master plans, assessing policy needs and developing policies to govern IT activities, overseeing and monitoring projects that cut across several segments of the IT division.

2. Supervisory Control:

Work is performed under general direction and consists of broad functions and processes such as planning and leading efforts to address issues in areas where precedents do not exist; overseeing the daily operations of the section or specialized area; and advising on specialized analysis, design, acquisition, installation, programming, quality assurance and/or problem resolution for a major system-wide program or a highly critical and specialized area.

Assignments are characterized by exceptional breadth and intensity of effort; and involve several activities being pursued concurrently or sequentially with the support of others within or outside the program such as coordinating numerous and various stakeholders and users with differing needs and requirements which impact the complexity of assignments.

3. Guidelines Available:

Available guidelines and precedents are limited in usefulness or are largely lacking, decisions and determinations are based on specialized knowledge and the interpretation and adaptation of legislation, policies, and rules and regulations.

4. Nature and Scope of Recommendations, Commitments and Decisions:

Positions at this level are assigned responsibility for representing the work organization on matters of importance to the whole program involving final decisions concerning the direction of work and changes in or discontinuance of important lines of investigation. Recommendations made by this level are usually considered final. This level has full

responsibility for decisions regarding the use of assigned staff resources within established priorities. Completed work and reports are reviewed to evaluate overall results.

5. Personal Work Contacts:

Personal contacts involve providing and securing information on matters or problems of a non-recurring nature and in the explanation or interpretation of facts pertaining to policies, methods, programs, plans, or individual actions within an applicable subject area.

6. Nature and Extent of Supervision Exercised Over Work of Other Employees:

Supervision is exercised over several project teams and/or other groupings of employees. Work involves coordination of work of subordinates in the design/modification/and operation of subsystems; supervision of project teams; or engaged in provision of staff/administrative/technical evaluation services.

7. Knowledge and Abilities Required:

In addition to the knowledge required at the next lower level, must have knowledge of the principles of supervision.

In addition to the abilities required at the next lower level, must have the ability to plan, organize, direct and evaluate the work of others.

8. Typical Work Assignments:

Plans, assigns, organizes, directs and coordinates all activities of a major IT project; plans, schedules and evaluates activities and projects; provides technical expertise to satisfy needs of services; develops and implements project plans and new applications to apply and integrate technologies, devices, techniques and methodologies to expand and enhance programs; develops, recommends, and implements policies and procedures for disaster preparedness, testing, recovery, security, and data management to ensure effectiveness, efficiency and protection of system hardware, software, data, and information resources; develops, recommends, implements and administers information database management policies and procedures to ensure effective and efficient access to databases; designs complex systems for the organization, coordinates and implements complex installation projects for major systems for organization-wide functions; services as technical expert in communications and networking, applications development, system development, internet services or information security; analyzes and

assesses industry direction and analyzes new capabilities applicable to the organization; evaluates new products and makes recommendations for implementation; participates in management and administration of program and assists with establishing and maintaining policies, procedures and standards; prepares budget projections, expenditures, and justifications to obtain necessary resources; plans and recommends technical training programs and subject matter in appropriate areas of information processing; directs technical resources and provides technical expertise in support of the management and maintenance of communications networks databases, internet services, etc.; oversees the daily management of all phases of a major project including preparation of budget requirements, evaluating workload activity to evaluate and modify work plans, determining conditions of operations, expediting work flow to achieve efficient and economical utilization of resources; supervises, trains, advises, and evaluates performance of subordinate specialists and team/unit leaders; assists and prepares strategic, tactical, business plans to achieve system-wide goals; monitors progress and status of all IT and communication system projects, including performance measurements and costs savings; develops policies, procedures, standards, and guidelines relating to project management, quality assurance, bid specifications, request for proposals and contracts; reviews and coordinates all systems development projects; assess policy needs and develop policies to govern IT activities, overseeing and monitoring projects; researches new cutting edge technology affecting various segments of IT services and makes recommendations.

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This is an amendment to the INFORMATION SYSTEMS SPECIALISTS SERIES, to change the titles to INFORMATION TECHNOLOGY SPECIALISTS, effective March 16, 2017.

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This is an amendment to the DATA PROCESSING SYSTEMS ANALYST SERIES, to change the titles to INFORMATION SYSTEMS SPECIALISTS, delete level VII and update language, effective July 2, 2013.

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This is an amendment to the DATA PROCESSING SYSTEMS ANALYST SERIES approved on November 19, 1981 due to incorporation of managerial levels in EMCP in accordance with Act 254, SLH 1980.

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This class is adopted from the State of Hawaii, relative to the transfer of classification and compensation jurisdiction to the Hawaii Health Systems Corporation, effective July 1, 1998, pursuant to Act 262, Session Laws of Hawaii, 1996.

DATE APPROVED: March 16, 2017

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CLIFFORD B. CAESAR  
Director of Human Resources