

CLASS TITLE: INFORMATION SERVICES TECHNICIAN II

Class Code: 02422400

Pay Grade: 20A

EO: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To perform responsible technical work providing information, publication, resource, reference and other statewide centralized information/library/communications services; to process data through electronic networks and the Internet using word processing, the World Wide Web (WWW) and other software programs; and to do related work as required.

SUPERVISION RECEIVED: Works under the supervision of a supervisor with considerable latitude for the exercise of independent judgement and initiative; work is reviewed through conferences and reports.

SUPERVISION EXERCISED: Supervises and reviews the work of technical and support personnel assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To perform responsible technical work providing information, publication, resource, reference and other statewide centralized information/library/communications services.

To process data through electronic networks using word processing, the WWW and other software programs.

To answer requests and provide information on a wide variety of services and programs.

To make important and routine contacts with the public, state officials, employees, etc.

To establish and maintain a publications schedule for agency publications in both electronic and printed formats.

To prepare information service documents for publications using various formats.

To compile and maintain web pages for publication on statewide web sites.

To participate in the design of agency web pages.

To prepare camera-ready copy for flyers, reports and other publications.

To update and maintain on-line files of current materials for distribution.

To answer questions regarding agency programs, policies and services.

To supervise and review the work of staff assigned to assist.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of state government, services and programs; a working knowledge of word processing and other computer applications; a working knowledge of the operation of computer equipment and peripherals and the ability to operate and make minor repairs to such equipment; the ability to organize and present data in formats applicable to user needs; the ability to compile reports; the ability to establish and maintain effective working relationships with staff, other governmental agencies and the public; the ability to supervise and review the work of technical and support personnel; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing including or supplemented by courses in computer science; and

Experience: Such as may have been gained through: considerable employment in a position providing information to the public or in a clerical position involving the use of word processing equipment and other software programs.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: February 16, 1997

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