



NEW YORK STATE BRIDGE AUTHORITY (NYSBA) IT SPECIALIST 2: JOB DESCRIPTION

Summary: An IT specialist must be abreast with the latest developments and trends in the industry. They should be technology-savvy and be able to resolve all the technical difficulties. The core skills that employees should possess are:

- Extensive knowledge of information technologies and systems.
- Ability to coordinate at multiple levels and provide great customer service.
- Taking ownership of all IT related issues.

IT specialists need to train workers from non-technical workers backgrounds on information systems. They also work with vendors to understand what would be the most suitable systems for the Authority. As information technology continues to transform exponentially, it is necessary for specialists to assess how these advancements would help the Authority.

Skills/ Requirements: The ideal candidate should demonstrated experience which would include: Key responsibilities of an Information Technology Specialist 2:

Duties: As an Information Technology Specialist 2, you would conduct or assist in business/systems analysis. This may include such activities as:

Documenting business systems or processes by describing all relevant factors including workflow processes and data input/output activities; describing data elements and overall program goals, objectives, and external considerations, such as federal and state legislative mandates; developing and administering a transactional, dynamic, or interactive website; or designing, developing, and administering database systems to support IT applications.

Gathering, organizing, and performing preliminary analysis of information about costs/benefits, advantages/disadvantages, and technical feasibility of designing and implementing proposed systems.

Participating in meetings and working with agency management, users, vendors, consultants, and IT staff to discuss IT solution options and to assist in recommending appropriate system platforms for meeting program requirements.

Assisting in analyzing the impact of implementing new or modified systems on computer resources and other agency programs; assisting with various design activities such as creating program specifications, work flow diagrams or structured charts, and logical data models; participating in the testing phase of application development such as assisting in the development of test plans, test conditions, and validation testing; developing, preparing, and assisting with documentation preparation for the system, including run books for computer operations staff, procedural manuals and online help instructions for users, and technical documentation manuals for IT staff; performing installation, administration, testing, and maintenance of hardware and software; deploying, configuring, or maintaining and assisting in developing and planning networked or telecommunications systems; assisting in the development of enterprise information security procedures and protocols; and providing and administering training in hardware and software technologies.

In addition to the above duties, as an Information Technology Specialist 2, you may supervise lower-level IT staff that includes providing technical direction to staff and supervisory duties such as timecard sign-off and completing performance evaluations.

Required Skills:

Work extended and/or irregular hours including nights, weekends and holidays, and be on call 24/7 as needed

Ability to develop and maintain collaborative relationships with all members of the Authority staff and sister agencies.

Ability to quickly make independent decisions within the guidelines of Authority Policies and Procedures

Ability to work in a fast-paced environment, manage multiple tasks simultaneously, meet tight deadlines and work effectively in a high-pressured environment

Possess strong written and oral communication skills

Ability to act strategically, be resourceful, innovative, and forward-thinking

Ability to collect data, analyze and draw valid conclusions to make more informed procedural decisions

Ability to work collaboratively with management, staff, contractors, partners, and the public

Any other activities assigned by the Director of the Information Technology department.

Qualifications:

Promotion: One year of permanent service as an Information Technology Specialist 1, Grade 14.

Open Competitive: A Bachelor's or higher level degree in Computer Science, Computer Information Systems, Management Information Systems, **OR** a Bachelor's or higher level related degree with eighteen credit hours in Computer Science **OR** a total of four years of experience in the following computer related areas: network, server, storage, and systems management; telecommunications; IT customer support and training; computer installation, diagnosis and repair; technical writing; computer security;

knowledge management; database administration, design and management, internet/intranet development, design, and maintenance; information technology project management; design and development of geographic information systems or computer aided drafting applications; computer programming; business/systems analysis; program design; or program testing.