

Missouri Department of Transportation

Code: R04029

Title: Intermediate Information Systems
Technologist

Exemption Status: Non-Exempt

Grade: 8

Job Description

Effective Date 07-01-2022

Replaces
(Effective Date) 01-16-2008

General Summary The intermediate information systems technologist performs varied and moderately complex activities in the areas of application/program development and computer system support for end users, including program development/debugging, server maintenance, information system management for software applications, problem diagnosis/resolution, and communications. Responsibilities are performed under moderate supervision.

Minimum/Required Qualifications Bachelor's Degree: Computer Science, Computer Information Systems, Business Administration, Mathematics, or related field
Two years of experience in computer systems, repairs, and operations.

Supervisory Responsibilities None

Location Central and District Offices - Information Systems

Special Working Conditions/Job Characteristics Job requires occasional, statewide, overnight travel.

Examples of Work

- (1) Provides information system support to end-users relative to problem solving; analyzes and diagnoses problems relative to the equipment; instructs the user on operating the system and application programs; and develops data dependent applications by performing design, coding, testing and implementation activities.
- (2) Evaluates, configures, installs, maintains, troubleshoots, and repairs all software applications, operating systems, new products, and hardware for servers and workstations.
- (3) Writes, tests, documents, and updates configurations, installations, upgrade procedures, and operator instructions for software applications, servers, and workstations.
- (4) Consults with department personnel, management team, committees, and other agencies to recommend solutions for current or future application needs and systems compatibility issues.
- (5) Contacts vendors for technical support, product information, to report system problems, and resolve issues.

- (6) Maintains and enhances communications, including host communications, gateways, bridges, routers, communication servers, network adapters, and modems.
- (7) Develops ad-hoc reports as requested by department personnel.
- (8) Maintains an inventory of automation equipment; receives and ships equipment to and from the Central Office and vendors.
- (9) Documents database guidelines, standards, policies, and procedures for operational personnel, applications programmers, and end users.
- (10) Performs other responsibilities as required or assigned.

The Missouri Department of Transportation promotes an equal opportunity workplace that includes reasonable accommodation of otherwise disabled applicants and employees. Please see your manager should you have any questions about this policy or these job duties.