

OFFICE OF THE AUDITOR GENERAL
INFORMATION SERVICES SPECIALIST IV

Position Description

AUTHORITIES AND RESPONSIBILITIES

Responsible for applying general skills pertinent to Office computer operations or information systems. Responsible for assisting with planning, maintaining, supporting, and updating the Office's Information Technology (IT) operations.

RELATIONSHIP OF THE POSITION TO OTHER POSITIONS

Exercises supervision over assigned personnel, tasks or assignments for which responsibility has been specifically delegated by an organizational superior. Under direct supervision of the Manager of IT Operations and Chief of Staff and other supervisors as designated by the Manager of IT Operations or Chief of Staff.

Reporting relationships may vary depending upon the nature of the assignment.

PRINCIPAL REQUIREMENTS STATED IN PERFORMANCE TERMS:

The Information Services Specialist (ISS) IV should be capable of performing the following duties without the need for direct supervision. According to the specific project, the ISS IV may act independently or under the direction of an ISS V or Manager of IT Operations. The ISS IV may perform all or some of the following functions depending upon needs of the Office.

Applies skills to maintain and provide technical assistance for microcomputers and networks. May oversee the work of staff who are involved in this process.

Develops training programs and delivers training for audit staff regarding application of computer software.

Develops database systems and may oversee the work of staff who are involved in this process.

Develops planning documents and system documentation.

Reviews and assesses equipment and supply needs. Obtains price quotes.

Negotiates and monitors contracts when assigned.

Maintains and updates Office information systems.

Bears responsibility, as assigned, for distributing, directing, and evaluating daily work of assigned staff.

Develops and implements computerized application systems for OAG functions.

Exercises initiative for self-development by actively seeking increased knowledge of the field of computer operations. Participates actively in on-the job training and other training available through the office. May prepare for career movement to ISS V.

Performs other assigned or required duties.

CAPABILITY REQUIREMENTS

Education: Requires at least a bachelor's degree in computer science, management information systems, or similar field with a significant relationship to the above tasks.

Some positions may require credentials which are more limited than, or are different from, those listed above and preference will be given to individuals with the desired education or equivalent experience suitable for those positions.

Experience: Requires at least one year's experience as an ISS III or demonstrated ability commensurate to the attainment of experience necessary to be promoted or hired to the ISS IV position. A Master's Degree from an accredited college or university or certification in a professional designation when appropriate to the position may, at the Office's discretion, be substituted for one year of required experience.

Other Required Characteristics: Requires strong analytical and technical skills. Must be able to work as part of a team, take initiative, and meet deadlines.

Desired Characteristics: Preference may be given to those with desired characteristics pertinent to the position. Desired characteristics may include but are not necessarily limited to: knowledge of the management structures and operations of Illinois government; working knowledge of computer assisted audit techniques or data analysis; working knowledge of computer software packages as Access, Excel, SQL, Python, Powershell; working knowledge of database design and development techniques; advanced degree knowledge of security and control techniques; experience administering computer networks; presentation skills; supervisory experience; registration in a professional designation when appropriate to the position.

Effective 4/2022, Updated 8/1/22