

INFORMATION TECHNOLOGY

Broad Occupational Category - 7

DUTIES AND RESPONSIBILITIES

- *Monitor network systems, servers, and data centers for performance, connectivity, and security issues.*
- *Create technical documentation, system specifications, and user guides.*
- *Promote knowledge sharing, best practices, and continuous process improvement.*
- *Troubleshoot hardware, software, VPN, and network connectivity issues for end users.*
- *Provide subject matter expertise on system capabilities, limitations, and integration.*
- *Maintain compliance with IT security frameworks, laws, and regulations.*
- *Document service requests and incidents using ticketing systems.*
- *Troubleshoot and debug application issues; provide application-level support.*
- *Escalate unresolved issues to higher-level support staff.*
- *Facilitate communication and collaboration among internal teams, external agencies, and vendors.*
- *Develop, configure, and maintain enterprise applications using programming languages, databases, and frameworks.*
- *Participate in full software development lifecycle (requirements, design, coding, testing, deployment).*
- *Execute emergency response for critical network/system incidents.*
- *Monitor IT systems for cybersecurity threats and vulnerabilities.*
- *Analyze business processes and system requirements for IT solutions.*

NEBRASKA

Good Life. Great Service.

COMPETENCIES

- **Customer Focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
- **Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
- **Functional/Technical Skills:** Has the functional and technical knowledge and skills to do the job at a high level of accomplishment.
- **Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain.
- **Patience:** Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.
- **Technical Learning:** Picks up on technical things quickly; can learn new skills and knowledge; is good at learning new industry, company, product, or technical knowledge; does well in technical courses and seminars.
- **Written Communications:** Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect.
- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

- **Decision Quality:** Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- **Planning:** Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
- **Dealing With Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Action Oriented:** Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Organizing:** Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently arranges information and files in a useful manner.

SMART Goal Prompting Questions

Monitor network systems, servers, and data centers for performance, connectivity, and security issues

- What actions could you take to improve the reliability, visibility, efficiency, or responsiveness of IT infrastructure monitoring?
- How will you measure success, such as reducing system downtime, improving response times, identifying issues earlier, or increasing system availability?
- What monitoring tools, alerts, dashboards, automation, or preventive practices could strengthen infrastructure monitoring?
- How does effective monitoring support reliable, secure, and uninterrupted services for employees and the public?
- By what date or performance cycle will you aim to implement a specific improvement to infrastructure monitoring?

Create technical documentation, system specifications, and user guides

- What steps could you take to improve the accuracy, clarity, consistency, or accessibility of technical documentation and user guides?
- How will you measure success, such as reducing support requests, decreasing documentation errors, improving user satisfaction, or increasing the percentage of systems with current documentation?
- What templates, documentation standards, knowledge bases, or review processes could strengthen technical documentation?
- How does clear documentation support continuity, efficient troubleshooting, knowledge transfer, and effective system use?
- By what date or system-development cycle will you aim to create or update a specific set of documentation?

Promote knowledge sharing, best practices, and continuous process improvement

- What actions could you take to improve knowledge sharing and encourage adoption of effective IT practices across teams?
- How will you measure success, such as increasing knowledge-sharing participation, reducing recurring problems, improving processes, or documenting more reusable solutions?
- What communities of practice, knowledge bases, team meetings, lessons-learned processes, or improvement methods could strengthen knowledge sharing?
- How does sharing knowledge and continuously improving processes increase IT efficiency and organizational capability?

- By what date or improvement cycle will you implement and evaluate a specific knowledge-sharing or process-improvement initiative?

Troubleshoot hardware, software, VPN, and network connectivity issues for end users

- What strategies could you use to improve the speed, accuracy, and consistency of troubleshooting end-user technology problems?
- How will you measure success, such as reducing average resolution time, increasing first-contact resolution, or reducing recurring technical issues?
- What diagnostic tools, troubleshooting guides, knowledge bases, automation, or training could strengthen support?
- How does effective technical support improve employee productivity and continuity of operations?
- By what date or service cycle will you aim to improve a specific troubleshooting or support process?

Provide subject matter expertise on system capabilities, limitations, and integration

- What steps could you take to strengthen your knowledge of system capabilities, limitations, dependencies, and integration requirements?
- How will you measure success, such as improving the accuracy of technical recommendations, reducing integration issues, or helping projects make better technology decisions?
- What training, system documentation, testing environments, vendor resources, or cross-team collaboration could strengthen your expertise?
- How does effective technical expertise support informed decisions and successful implementation of IT solutions?
- By what date or project cycle will you aim to develop or strengthen expertise in a specific system or technology?

Maintain compliance with IT security frameworks, laws, and regulations

- What actions could you take to strengthen compliance with applicable IT security frameworks, laws, regulations, and agency requirements?
- How will you measure success, such as reducing security findings, completing required controls on time, improving audit results, or increasing compliance rates?
- What security training, control checklists, monitoring tools, policy reviews, or audit procedures could strengthen compliance?
- How does effective security compliance protect government information, systems, employees, and the public?

- By what date or security/compliance cycle will you aim to implement a specific improvement?

Document service requests and incidents using ticketing systems

- What strategies could you use to improve the accuracy, completeness, consistency, and timeliness of service-request and incident documentation?
- How will you measure success, such as increasing complete tickets, reducing unresolved tickets, improving categorization, or shortening resolution times?
- What ticketing standards, templates, automated workflows, reporting tools, or quality reviews could strengthen documentation?
- How does accurate ticket documentation support accountability, trend analysis, knowledge sharing, and service improvement?
- By what date or service cycle will you aim to improve ticket documentation practices?

Troubleshoot and debug application issues; provide application-level support

- What actions could you take to improve the efficiency and effectiveness of application troubleshooting and debugging?
- How will you measure success, such as reducing application downtime, shortening resolution times, identifying root causes more quickly, or reducing recurring issues?
- What debugging tools, logs, testing environments, documentation, or root-cause analysis techniques could strengthen application support?
- How does effective application support help maintain reliable business operations and employee productivity?
- By what date or application-support cycle will you aim to improve a specific troubleshooting process?

Escalate unresolved issues to higher-level support staff

- What steps could you take to improve the accuracy, timeliness, and effectiveness of issue escalation?
- How will you measure success, such as reducing unnecessary escalations, improving escalation response times, or increasing the percentage of escalations containing complete diagnostic information?
- What escalation criteria, documentation standards, communication protocols, or support matrices could strengthen the process?
- How does effective escalation ensure complex problems are resolved efficiently while making appropriate use of technical resources?
- By what date or service cycle will you aim to improve a specific escalation process?

Facilitate communication and collaboration among internal teams, external agencies, and vendors

- What actions could you take to improve communication, coordination, and accountability among IT teams, agencies, and vendors?
- How will you measure success, such as reducing communication-related delays, improving project timelines, or increasing stakeholder satisfaction?
- What communication plans, regular meetings, shared documentation, project-management tools, or escalation processes could strengthen collaboration?
- How does effective collaboration support successful IT projects, service delivery, and resolution of technical issues?
- By what date or project cycle will you aim to improve a specific collaboration process?

Develop, configure, and maintain enterprise applications using programming languages, databases, and frameworks

- What strategies could you use to improve the quality, reliability, maintainability, or efficiency of enterprise application development and configuration?
- How will you measure success, such as reducing defects, improving application performance, shortening development time, or increasing successful deployments?
- What development standards, testing practices, code reviews, automation, or professional development could strengthen application development?
- How does high-quality application development support reliable and sustainable government technology services?
- By what date or development cycle will you aim to implement a specific technical improvement?

Participate in the full software development lifecycle

- What actions could you take to improve your effectiveness at one or more stages of the software development lifecycle, from requirements through deployment?
- How will you measure success, such as reducing defects, improving requirements accuracy, meeting project milestones, or reducing post-deployment issues?
- What project-management practices, requirements techniques, testing methods, development standards, or stakeholder feedback could strengthen the development lifecycle?
- How does effective participation throughout the lifecycle contribute to successful technology solutions?

- By what date or project cycle will you aim to improve a specific stage or practice within the development lifecycle?

Execute emergency response for critical network/system incidents

- What steps could you take to improve the speed, coordination, communication, or effectiveness of response to critical IT incidents?
- How will you measure success, such as reducing mean time to respond or recover, minimizing service disruption, or improving post-incident outcomes?
- What incident-response plans, escalation procedures, monitoring tools, communication protocols, or exercises could strengthen emergency response?
- How does effective incident response protect continuity of government operations and critical services?
- By what date or incident-response exercise cycle will you aim to implement and test a specific improvement?

Monitor IT systems for cybersecurity threats and vulnerabilities

- What strategies could you use to improve the identification, monitoring, prioritization, and remediation of cybersecurity threats and vulnerabilities?
- How will you measure success, such as reducing unresolved vulnerabilities, improving detection times, increasing patching compliance, or reducing security incidents?
- What security monitoring tools, vulnerability-scanning processes, threat intelligence, automation, or training could strengthen cybersecurity monitoring?
- How does proactive cybersecurity monitoring reduce organizational risk and protect government systems and information?
- By what date or security cycle will you aim to achieve a specific measurable improvement in threat or vulnerability management?

Analyze business processes and system requirements for IT solutions

- What actions could you take to improve the accuracy and effectiveness of analyzing business processes and translating needs into IT requirements?
- How will you measure success, such as reducing requirements changes, improving stakeholder satisfaction, reducing development rework, or increasing successful project outcomes?
- What process-mapping techniques, requirements-gathering methods, stakeholder interviews, prototyping, or analysis tools could strengthen your work?
- How does effective business and requirements analysis ensure technology solutions address actual organizational needs?

- By what date or project cycle will you aim to improve a specific requirements-analysis or process-improvement practice?