MISSOURI DEPARTMENT OF TRANSPORTATION
JOB OPPORTUNITY ANNOUNCEMENT
Statewide

01/31/2020 Job Post ID: 12392 03/27/2020
Date Posted Notify Contact Person By


Job Title

Northwest / Information Systems Division

District/Division/Office

8 / 10 / 11 / 13 / 15

Location of Vacancy

$2,834.00 / $3,141.00 / $3,308.00 / $3,675.00 / $4,088.00

Salary Grade

Min. Monthly Salary

Matthew Sonner

Supervisor/Team Leader

1

Number of Positions

Kendra Ezzell ezzelk 816-387-2512
Contact Person (Name) (USERID) (Area Code/Telephone No.)

SAFETY-SENSITIVE JOB: YES NO

PHYSICALLY DEMANDING JOB: YES NO

FREQUENT USE OF DEPARTMENT VEHICLE: YES NO

Notice: ***Apply at MoDOT.org/careers.

Substitution of experience for the education requirement will be considered.

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Waiver of minimum requirements may be considered.

Remote work location and/or teleworking is not available for this position.

Note: Refer to personnel policies 0600 "Medical Examination Program" and 2508 "Drug Testing Program" for testing requirements.

Job Summary:

--- Intermediate Information Systems Technician - Northwest District Office - St Joseph ---

The intermediate information systems technician provides skilled technical or paraprofessional system support, monitors computer systems, assists end users, and assists with programming tasks. Responsibilities are performed under
moderate supervision.

--- Senior Information Systems Technician - Northwest District Office - St Joseph ---
The senior information systems technician provides advanced technical or paraprofessional system support, monitors computer systems, assists end users, and assists with programming tasks. Responsibilities are performed under general supervision.

--- Information Systems Technologist - Northwest District Office - St Joseph ---
The information systems technologist performs routine entry-level activities in the areas of application/program development and computer system support for end users, including program debugging, server maintenance, information system management for software applications, problem diagnosis/resolution, and communications. Responsibilities are performed under direct supervision.

--- Intermediate Information Systems Technologist - Northwest District Office - St Joseph ---
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.

--- Senior Information Systems Technologist - Northwest District Office - St Joseph ---
The senior information systems technologist performs varied and complex activities in the areas of application/program development and computer system support for end users, including program development/debugging, server maintenance, database creation/maintenance, information system management for software applications, problem diagnosis/resolution, and communications. Responsibilities are performed under general supervision.

Minimum/Required Qualifications:

--- Intermediate Information Systems Technician - Northwest District Office - St Joseph ---
High School Diploma or GED/HiSET and four years of experience in positions with exposure to advanced office computing, spreadsheeting, or report generating responsibilities.

OR

Associate's Degree: Computer Technology or related field

--- Senior Information Systems Technician - Northwest District Office - St Joseph ---
High School Diploma or GED/HiSET and six years of experience in positions with exposure to advanced office computing, spreadsheeting, or report generating responsibilities.

OR

Associate's Degree: Computer Technology or related field and two years of experience in technical positions.

--- Information Systems Technologist - Northwest District Office - St Joseph ---
Bachelor's Degree: Computer Science, Computer Information Systems, Business Administration, Mathematics, or related field

--- Intermediate Information Systems Technologist - Northwest District Office - St Joseph ---
Bachelor's Degree: Computer Science, Computer Information Systems, Business Administration, Mathematics, or related field

Two years of experience in computer systems, repairs, and operations.

--- Senior Information Systems Technologist - Northwest District Office - St Joseph ---
Bachelor's Degree: Computer Science, Computer Information Systems, Business Administration, Mathematics, or related field

Four years of experience in computer technical development, program management, and/or system administration networking.

Supervisory Responsibilities:

--- Intermediate Information Systems Technician - Northwest District Office - St Joseph ---
None

--- Senior Information Systems Technician - Northwest District Office - St Joseph ---
None
Special Working Conditions/Job Characteristics:

Examples of Work:

- Responds to user questions on system operations, job control language, mainframe operations, job scheduling, local area networks, and software; logs and documents problems into tracking database; and resolves or requests assistance in resolving problems.
- Communicates with users to identify potential problem sources (hardware, software, or operator error); utilizes available manuals, databases, or other user help tools to resolve routine problems.
- Monitors systems for failed communications and degraded performance on the local and wide area network; monitors and troubleshoots server operations; ensures server connection is active; and communicates with users regarding related issues.
- Develops, modifies, or updates simple query programs, spreadsheets, and database reports; and designs, develops, maintains, documents, and tests computer programs of limited complexity.
- Checks results, maintains records, and prepares reports of testing activities; and updates standards, policies, procedures, guidelines, and technical manuals.
- Participates in installing, maintaining, moving, and protecting hardware and software; and creates and schedules software distributions to servers and workstations.
- Provides video conferencing support to users; schedules, sets-up, and monitors video conferences to ensure connection; resolves problems or requests assistance from other personnel.
- Ensures backups of all data are provided for ready restoration on all computing platforms; and copies and sends backup tapes offsite for storage and disaster recovery purposes.
- Maintains, provides support for, and assists in compiling databases, spreadsheets, and presentation graphics.
- Approves requests for user access to network or applications; establishes user IDs; and maintains security records.
- Conducts physical inventories and maintains department records.
- Maintains inventory of pool equipment, reserves equipment upon request from users, prepares equipment for use; and trains users or provides demonstrations as needed prior to checking out equipment.
- Collects data from vendors, contractors, and governmental agencies.
- Performs other responsibilities as required or assigned.
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--- Information Systems Technologist - Northwest District Office - St Joseph ---

• 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.

• Installs, maintains, troubleshoots, and repairs all software applications, operating systems, new products, and hardware for servers and workstations.

• Writes, tests, documents, and updates configurations, installations, upgrade procedures, and operator instructions for software applications, servers, and workstations.

• Assists in coordination and planning with department personnel, management team, committees, and other agencies to recommend solutions for current or future application needs and systems compatibility issues.

• Prepares application documentation, including user manuals, operations procedures, and technical and testing documentation.

• Discusses program needs with users or prospective users; develops technical specifications, input/output layouts, program flow diagrams, data models and other technical deliverables required for application development.

• Maintains an inventory of automation equipment; receives and ships equipment to and from the Central Office and vendors.

• Uses programming languages/tools to develop application code, scripts, graphical user interfaces and other application components.

• Contacts vendors for technical support, product information, to report system problems, and resolve issues.

• Develops, coordinates, schedules, and conducts software application training classes.

• Performs other responsibilities as required or assigned.

--- Intermediate Information Systems Technologist - Northwest District Office - St Joseph ---

• 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.

• Evaluates, configures, installs, maintains, troubleshoots, and repairs all software applications, operating systems, new products, and hardware for servers and workstations.

• Writes, tests, documents, and updates configurations, installations, upgrade procedures, and operator instructions for software applications, servers, and workstations.

• Consults with department personnel, management team, committees, and other agencies to recommend solutions for current or future application needs and systems compatibility issues.
• Contacts vendors for technical support, product information, to report system problems, and resolve issues.
• Maintains and enhances communications, including host communications, gateways, bridges, routers, communication servers, network adapters, and modems.
• Develops ad-hoc reports as requested by department personnel.
• Maintains an inventory of automation equipment; receives and ships equipment to and from the Central Office and vendors.
• Documents database guidelines, standards, policies, and procedures for operational personnel, applications programmers, and end users.
• Performs other responsibilities as required or assigned.

--- Senior Information Systems Technologist - Northwest District Office - St Joseph ---
• Oversees daily network needs of backups, installations, virus detection, file maintenance, and user and server administration; ensures network and telecommunication systems are operational; diagnoses and schedules necessary repairs on system equipment; develops data dependent applications by performing modeling, analysis, design, coding, testing, and implementation activities.
• Evaluates, configures, installs, maintains, troubleshoots, and repairs all software applications, operating systems, new products, and hardware for servers and workstations.
• Writes, tests, documents, and updates configurations, installations, upgrade procedures, and operator instructions for software applications, database applications, servers, and workstations and application development.
• Serves as a liaison by coordinating and planning with district personnel, division personnel, work groups, and other agencies to recommend alternative solutions for current or future automation needs and to discuss automation issues.
• Maintains and enhances communications, including host communications, gateways, bridges, routers, communication servers, network adapters, and modems.
• Contacts vendors for technical support, product information, to report system problems, and resolve issues.
• Develops programs for data feeds/extracts required for reporting, data integration between various systems and for data warehousing applications.
• Assists with development of cost estimates, proposals, budgets, plans and status reports for projects.
• Documents database guidelines, standards, policies, and procedures for operational personnel, applications programmers, and end users.
• Performs lead worker responsibilities, which may include providing general instruction, assigning and reviewing work, coaching and training, providing guidance and instruction in the proper and most efficient methods of accomplishing tasks, and providing input to the direct supervisor on staffing decisions and performance management.
• Performs other responsibilities as required or assigned.

In order to be considered for this vacancy please go to the MoDOT Employment Application System (EAS) and submit an on-line application. Applications, and if applicable transcripts, must be received by no later than 11:55 pm of the closing date listed on the advertised vacancy.

MoDOT is primarily conducting telephone interviews due to social distancing requirements at this time. For applicants being interviewed who are hearing or speech impaired and need assistance, we will coordinate with the Missouri Relay System.

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.

MoDOT does not hire individuals with F-1 OPT visas into full-time or permanent part-time positions and MoDOT does not sponsor applicants for work visas.