Missouri Department of Transportation Job Description

Job Title: Lead Information Systems Technologist

Title Code: R04600

Salary Grade: 10

Exemption Status: Exempt

Supervisory Responsibilities: Lead Worker

District/Division: Central Office – Information Systems

Effective Date: 11-01-2024

Replaces (Effective Date): 07-01-2022

General Summary

The lead information systems technologist performs varied and highly complex technical activities regarding the automated business needs of department employees. Responsibilities are performed under general supervision.

Minimum/Required Qualifications

- Bachelor's Degree: Business Administration, Computer Information Systems, Computer Science, or related field, **AND** four years of increasingly responsible professional experience in positions related to information systems, **OR**

- Associate's Degree: Business Administration, Computer Information Systems, Computer Science, or related field, **AND** six years of increasingly responsible professional experience in positions related to information systems, **OR**

- Eight years of increasingly responsible professional experience in positions related to information systems.

Special Working Conditions/Job Characteristics

- Job requires occasional, statewide, overnight travel.

Examples of Work

1. Analyzes and evaluates new vendor software/hardware systems/product and develops, writes, tests, and documents new applications, software/hardware, databases, and programs.

2. Coordinates development of cost estimates, proposals, budgets, plans, and status reports for projects or work efforts.

3. Serves as technical expert to internal partners and external customers related to systems and applications; provides training and support after implementation.

4. Assists end users with software/hardware program/system problems as reported by customers/partners including troubleshooting, diagnosing, answering questions, providing solutions, and documenting problems and resolutions.

5. Serves as team leader as required, assists with development of work schedules, assigns tasks, and oversees work of contractors, consultants, and various employees, as needed.

6. Writes and maintains programs and/or queries to support existing and new software/hardware systems.

7. Coordinates with developers, system administrators, operations personnel, and business analysts regarding software/hardware changes, upgrades, and training of software/hardware changes/upgrades.

8. Coordinates, analyzes, designs, develops, generates, tests, implements, and distributes code and installation instructions; modifies and implements new or revised versions of client and server systems.

9. Coordinates or prepares system documentation which includes user manuals, operations, problem diagnosis and resolution, testing, partner/customer accountability plans and business procedures.

10. Conducts information technology research.

11. 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.

12. Performs other responsibilities as required or assigned.