

Missouri Department of Transportation Job Description

Job Title: Senior Information Systems Technician

Title Code: R01088

Salary Grade: 6

Exemption Status: Non-Exempt

Supervisory Responsibilities: None

District/Division: Central and District Offices – Information Systems

Effective Date: 12-16-2024

Replaces (Effective Date): 09-01-2023

General Summary

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.

Minimum/Required Qualifications

- High School Diploma or GED/HiSET, and two years of experience in positions with exposure to advanced endpoint support, web/application administration, application or database experience, networking, cyber security, or data center technology responsibilities, **OR**
- 45 college credit hours towards a related degree.

Special Working Conditions/Job Characteristics

- Job requires occasional, statewide, overnight travel.

Examples of Work

1. Responds to user questions on system operations, job control language, mainframe operations, job scheduling, local area networks, and software; logs and documents problems in tracking databases; resolves or requests assistance in resolving problems.
2. 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.

3. 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; communicates with users regarding related issues.
4. Develops, modifies, or updates simple query programs, spreadsheets, and database reports; and designs, develops, maintains, documents, and tests computer programs of limited complexity.
5. Checks results, maintains records, and prepares reports of testing activities; updates standards.
6. Participates in installing, maintaining, moving, and protecting hardware and software; creates and schedules software distribution to servers and workstations.
7. Provides video conferencing support to users; schedules, sets up, and monitors video conferences to ensure connection; resolves problems or requests assistance from other personnel.
8. Ensures data backup for restoration on all computing platforms.
9. Maintains, provides support for, and assists in compiling databases, spreadsheets, and presentation graphics.
10. Approves requests for user access to network or applications; establishes user IDs and maintains security records.
11. Conducts physical inventories and maintains department records.
12. Maintains inventory of pool equipment, reserves requested equipment, and prepares equipment for use; trains users or provides demonstrations as needed prior to checking out equipment.
13. Collects data from vendors, contractors, and governmental agencies.
14. Performs other responsibilities as required or assigned.