Missouri Department of Transportation Job Description

Job Title: Information Systems Technologist

Title Code: R04695

Salary Grade: 7

Exemption Status: Non-Exempt

Supervisory Responsibilities: None

District/Division: Central and District Offices – Information Systems

Effective Date: 07-01-2022

Replaces (Effective Date): 01-16-2008

General Summary

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.

Minimum/Required Qualifications

- 60 credit hours toward a related Bachelor's Degree, **OR**

- Associate's Degree: Business Administration, Computer Information Systems, Computer Science, Mathematics, or related field, **OR**

- High School Diploma or GED/HiSET, and two years of experience in computer systems, repairs, and operations.

Special Working Conditions/Job Characteristics

- Job requires occasional, statewide, overnight travel.

Examples of Work

1. 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.

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

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

4. 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.

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

6. 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.

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

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

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

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

11. Performs other responsibilities as required or assigned.