



PUBLIC EMPLOYEES' RETIREMENT SYSTEM OF NEVADA

IT Professional II

POSITION: IT Professional II, Information Technology Division, Carson City

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SUMMARY:

Information Technology (IT) Professionals analyze, develop, implement, maintain, and modify computer operations, systems, networks, databases, applications, and/or information security. Incumbents may perform duties in one or more IT specialization areas depending on the needs of the agency.

Conduct detailed alternative analyses and determine end-user requirements through consultation with end-users, technicians, vendors, management, and others.

Maintain documentation related to the assigned IT specialization's architecture, operations, and other records of work activities as required.

Maintain current knowledge of technological trends and advancements in the IT field as well as security management practices, laws, policies, and ethics.

Participate in recommending and justifying resource allocations and expenditure decisions, tracking and recording expenditures, preparing purchase requests, and writing technical requirements for grant proposals.

Perform related duties as assigned.

DUTIES & RESPONSIBILITIES:

Positions in this series focus on one of the specialty areas indicated below, perform a combination of duties and two or more areas, or function as generalists. The descriptions illustrate the nature of work commonly performed in a night environment but are not limited to be comprehensive. As technology evolves, other areas of specialization may emerge.

Computer Operations: Direct help desk support and server operations in order to ensure that all user files and reports are created some, processed, and available in a timely manner and systems are maintained and monitored.

Incumbents established goals and objectives, arranged for emergency coverage, schedule staff rotations, and coordinate planned shutdowns of the system, system maintenance, and application software upgrades.

Systems Administration: Select, analyze, maintain, and modify computer, communications, server hardware, operating systems, and auxiliary software package required to support various information systems and backup and recover the agencies software and data. Incumbents install and test new system components, troubleshoot hardware and software problems, and modify and enhanced systems to improve performance. Incumbents improve file organization, solve systems programming language problems, analyze program failures; and develop or suggest utility program uses. Incumbents provide technical assistance and training to system users that require them to analyze computer output and programs, code, research programming manuals, and solicit vendors and other professional staff for technical information.

Network Administration: Plan, design, develop, and verify the physical deployment of an integrated geographically dispersed information processing network. Incumbents administer networks comprised of multiple platforms, information resources, communications protocols, and physical network topologies.

Database Administration: Model agency data, configure databases, tune performance, and back-up and recover data. Incumbents develop and implement standards and procedures to convert, transfer, and interface data within and between databases; maintain data dictionaries, repositories, and related software; control the authorize sharing of information with multiple users within and/or outside the organization; and provide technical consultation regarding application development and utility executions within various database environments.

Applications Analysis and Development: Analyze develop (design, program, and construct), implement, maintain, and modify various platforms of information systems. Incumbents are required to define and implement a solution to a given problem that requires an individually tailored response for end-user requirements. Incumbents must have the ability to program in a general-purpose programming language, develop written requirements for proposed applications, develop and present applications training materials to users, and possess knowledge of the necessary interfaces to the computer operating system.

Information Security: Administers security policies, security operations, and/or maintain oversight of information systems and data within the assigned area of information security responsibility. Incumbents work with management and technical staff to develop a comprehensive information security program for integrated IT systems within the agency and are responsible for three or more of the following ten security domain areas:

- Access control- centralized/decentralized/remote/federated
- Application/system development security- validation/verification/guidelines
- Continuity of operations/disaster recovery planning- business recovery
- Cryptography – transport/storage/authentication/non-repudiation
- Information security management- awareness/policies/risk management/procedural standards
- Operational security (OPSEC)- threats/hostile code/slash techniques
- Physical technical security- access systems/structural/environmental controls
- Security architecture and models- methods/security operational standards
- Security law, investigation and ethics- cyber crime /incident response/security regulation
- Telecommunications/network security- enclave/monitoring/virtual private network/firewall/prevention

IT Professional II:

Under general supervision, incumbents perform journey level duties and may serve as a lead worker to lower grade level IT staff as assigned. This is a supervisory level for the computer operations function.

Computer Operations: Under limited supervision, incumbents may be required to supervise IT Technician IV's.

Systems Administration: Incumbents perform professional work in the analysis, enhancement, maintenance, and installation of hardware and or software components of one or more information systems including servers. Incumbents typically work with systems that involve multi-user and multi-tasking capabilities problems encountered tend to be of a recurring kind and solutions are derived through application of standard professional practices and procedures.

Typical tasks include making technical recommendations regarding equipment configurations and associated software and communicate with vendor technical support; performing general system upkeep such as installing vendor supplied changes, backing up and restoring systems and files, monitoring directory services, logging changes, and updating documentation; and implementing monitoring techniques and/or equipment to assess system operation and performance.

Network Administration: Incumbents may configure and deploy servers, may provide technical training and guidance to other IT staff members, and may be asked to obtain quotes and vendor names and provide resource allocation recommendations. Failure is mitigated by limited scope of influence.

Typical tasks include designing directory services, choosing distributed services methodologies, administering data storage networks, configuring authentication, monitoring device capacity, providing basic troubleshooting of network devices using limited administrative access, and implementing limited transport and server security policies.

The focus of positions in this specialty is to plan, design, develop, and verify the logical design and administer the physical deployment of an integrated geographically dispersed information processing network. Incumbents may install workstations or troubleshoot and repair hardware and software problems.

Database Administration: Incumbents monitor and maintain the database; install software utilities, tools, and programming languages; and resolve problems in the database caused by application design or processing in a database management environment.

Applications Analysis and Development: Incumbents perform professional and technical work in the analysis of user requirements and development and implementation of computer based solutions; review available hardware and/or software tools in order to make appropriate recommendations; perform technical work that involves identifying user requirements, coding, development, and implementation of computer based solutions, problem analysis and implementation of a solution in situations of moderate difficulty; analytical and technical work where user or project requirements are of moderate complexity; develop a detailed plan for problems segmentation inter-module linkage and implement individual components; determine project objectives by analyzing user needs; and develop the nature and sequence of the tasks that must be implemented in order to produce a solution.

Typical tasks include providing basic consultation and/or training for IT personnel and systems users; following agency test and validation procedures; maintaining technical currency encoding techniques; programming

prototype applications as assigned; and developing, implementing, coding, testing, and documenting one or more significant program segments written in a general-purpose programming language.

Incumbents' work potentially involves errors that disable or delay the project in question causing inconvenience to others and additional costs to correct; are assigned projects that tend to be limited in scope and are responsible for successful operation of the project; and work directly affects users of the project and actions and decisions affect important, ongoing projects within an agency.

SPECIAL REQUIREMENTS:

- Some positions are subject to call out or call-back.
- Some positions require specialized certification that will be identified at the time of recruitment.
- Some positions require statewide travel.
- Some positions require work on evenings, weekends, and/or Holidays.

IT Professional II - EDUCATION AND EXPERIENCE:

Bachelor's degree from an accredited college or university with major course work in computer science, management information systems, or closely related field and two years of progressively responsible professional IT experience relevant to the duties of the position which may include computer operations, systems administration, network administration, database administration, and/or applications analysis and development; **OR** two years of experience as an IT Professional I in Nevada State service or four years of relevant technical experience as an IT Technician IV or above in Nevada State service; **OR** an equivalent combination of education and experience as described above.

Computer Operations:

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Working knowledge of:** Basic elements of programming in order to generate all required reports and special projects as required of the data processing section; computer operating system including all functions, schedules, workflows, and processes: data communication networks; principles of operation, capabilities and limitations of a computer system and related environmental equipment in order to effectively and efficiently produce the final work product; supervisory principles and techniques. **General knowledge of:** Diagnostic procedures as needed in verifying system; principles of operation, capabilities and limitations of a computer system and related environmental equipment in order to efficiently and effectively produce the final work product; the principles of operation, capabilities and limitations of a multi-programming computer system and related equipment. **Ability to:** Maintain computer operations and resolve related issues.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): **Detailed knowledge of:** Regulations related to IT and purchasing; workflow within the agency. **Working knowledge of:** Personnel administration. **Ability to:** Train, supervise, and evaluate the performance of assigned personnel.

Systems Administration:

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Detailed knowledge of:** Strengths and limitations of several general-purpose programming languages. **Working knowledge of:** Specific departmental information systems (select positions). **General knowledge of:** Principles of designing test procedures; principles, practices, and procedures required to design, analyze, and maintain

software; principles, tools, and techniques as applied to writing and modifying programs; systems programming languages and techniques. **Ability to:** Make decisions and use independent judgment (independently choose appropriate action after reviewing alternatives); provide general technical consultation and training; recommend and implement systems change. **Skill in:** Interviewing users to identify needs; problem solving, analysis and synthesis; solving information systems problems; some positions may require skill in the use of LAN management software, audio generating equipment, data concentrators, data scopes and recorders: *and all knowledge, skills, and abilities required at the lower level in the same IT Professional specialization.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): **Detailed knowledge of:** Departmental policies and procedures related to systems administration.

Network Administration:

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Working knowledge of:** Directory services; network operating system; network security practices; network problem troubleshooting; the concepts, characteristics, and capabilities of network based application; current and emerging trends and developing computer networking technology; the principles and practices of data backup and recovery; the principles, practices, and techniques used to install, maintain, and support LANs and WANs; the concepts, characteristics, and capabilities of computer operating systems. **General knowledge of:** Methodology for implementing distributed applications; network authentication; data storage networks. **Ability to:** Write performance and utilization reports; collect and analyze data; implement network changes or addition; communicate complex technical concepts and terminology to agency management and network users; implement and maintain directory services; resolve issues quickly with minimal outside help; configure and deploy server; configure user rights and permissions; monitor device utilization; interpret information security policy; install workstations; troubleshoot hardware and software; understand technical manuals; verify compliance with information security policies.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): **Detailed knowledge of:** Departmental procedures and policies and procedures related to network administration.

Database Administration:

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Working knowledge of:** Physical and logical database structure and design; database backup and recovery scenarios and methodologies; database security management and data integrity. **General knowledge of:** Database and operating system performance tuning monitoring; business practices and procedures; customer service standards and procedures; business software, systems analysis, systems limitations of a computer system and related environmental equipment in order to efficiently and effectively produce the final work product; supervisory principles and techniques design, system development life cycle, and information architecture to effectively design and create databases; computer and network operating systems, computer hardware, and communication systems; structured query language. **Ability to:** Work effectively on multiple projects with overlapping deadlines; communicate and work well with changing priorities and frequent interruptions. **Skill in:** Code migration, database change management, and data management through the various stages of the development lifecycle; technical writing and report preparation; *and all knowledge, skills, and abilities required at the lower level in the same IT Professional specialization.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): **Detailed knowledge of:** Department policies and procedures related to database administration.

Applications Analysis and Development:

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): **Working knowledge of:** At least one general-purpose programming language (in software- oriented position); basic programming techniques such as table handling and online file update; principles, practices, and procedures required to design and implement information system- based solutions; principles, tools and techniques applied to writing, modifying and documenting program; techniques of diagramming program flow. **General knowledge of:** Assess methods and file structures; at least one formal systems design methodology; principles of designing test procedures; principles, practices and procedures required to develop, design and implement information system-based solutions in a wide range of problem domains. **Ability to:** Decompose problems into constituent parts; interview users to identify needs; make decisions and use independent judgment (independently choose appropriate action after reviewing alternatives); test and validate systems; *and all knowledge, skills, and abilities required at the lower level in the same IT Professional specialization.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job): **Detailed knowledge of:** Departmental policies and procedures related to applications analysis and development.

SKILLS & ABILITIES:

Working knowledge of: supervisory techniques including selection, training, motivation, work assignment and review, employee evaluation and discipline. **Skill in:** written English sufficient to compose business correspondence, documents, articles, and reports; basic mathematical computation sufficient to verify the accuracy of staff calculations of benefits. **Ability to:** plan, organize and coordinate a variety of programs and activities; communicate effectively both orally and in writing.

Working knowledge of: network administrator with strong Windows Server, Microsoft 365/Azure, VMWare, and SAN.

SALARY AND BENEFITS:

The position is the equivalent of a Grade 38 in classified services, which has an annual salary of \$58,380 to \$87,320 (employee/employer paid retirement) based upon experience and qualifications. Benefits include paid holidays, annual leave, sick leave and health insurance.

An explanation of the retirement options and information regarding state retirement benefits may be accessed at www.nvpers.org. A description of the current health and dental benefits provided is available at www.pebp.state.nv.us/plans/new-hire-resources. Other optional benefits are also available, including a deferred compensation program.

APPLICATION PROCESS:

The Public Employees' Retirement System of Nevada (PERS) is the public pension plan for all public employees in the State of Nevada. We are governed by the Retirement Board. Applicants may be required to have a background check and any offer of employment is conditional pending the results of the background check.

All applicants must submit a PERS Employment Application. Applicants are encouraged to submit the application as soon as possible since the position may be filled at any time. Please email the application to jobs@nvpers.org, or mail it to:

Public Employees' Retirement System of Nevada
Attn: Kristina Kibbe
693 W. Nye Lane
Carson City, NV 89703

NOTE: The Public Employees' Retirement System of Nevada is an Equal Opportunity Employer and does not discriminate on the basis of race, creed, color, national origin, sex, sexual orientation, gender identity or expression, age, political affiliation or disability.