

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

INFORMATION SERVICES INTERN

POSITION CODE: 21160  
Effective: 07-01-2004

DISTINGUISHING FEATURES OF WORK:

Under immediate supervision, participates in an agency-sponsored Information Technology training program approved by the Director of Central Management Services or his/her designee for typically a period of six to twelve months, but up to a maximum of 24 months where the target position requires additional training and experience; receives formal instruction and on-the-job training in information technology concepts, including applications services, systems services, client services or other information technology services within an agency; assists in the performance of functions that require the application of specialized, theoretical and technical knowledge in the information technology field.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Receives formal classroom and on-the-job training pertaining to software that supports the administrative and operational functions of the agency; receives training in translating agency operational needs into the applications program instructions and logic to produce the desired actions or products, the fact-finding and the analysis phases of the program development design cycle, and the analysis of specifications, designing logic, writing code, and testing, debugging and documenting applications programs.
2. Receives formal classroom and on-the-job training pertaining to operating systems, communications or network systems, security systems, and other systems that support the activity of the Information Technology department; acquires knowledge of hardware and internal programs and routines or technical interface functions.
3. Receives formal classroom and on-the-job training in the principles, methods and techniques associated with providing consultation, training, and purchasing functions to users of software and automated equipment; acquires knowledge of information technology concepts and becomes familiar with assigned software and hardware; learns to evaluate and test software in order to make recommendations for purchase; acquires teaching skills by observation and by hands-on assistance in the provision or development of training programs.

## INFORMATION SERVICES INTERN (Continued)

4. Continues education by attending training sessions to learn about and maintain an awareness of related products, vendors and current procedures used in information services; attends seminars and educational training opportunities related to assigned operations.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires completion of four years of college, preferably in computer science or a related field, or completion of two years of technical school in computer science or a related field, or active enrollment in college with satisfactory completion of 24 semester hours in computer science. Educational equivalencies may be recognized, but experience may not be substituted for education. Specific position requirements vary by position and relate to the position's duties and responsibilities as defined by the agency of employment and as approved by the Director of the Department of Central Management Services or his/her designee.

This class is included as an Upward Mobility Program credential title.

#### Knowledges, Skills and Abilities

Requires working knowledge of mathematics, preferably with coursework in algebra and the binary number system.

Requires elementary knowledge of Information Technology concepts and the theories and functions of computer systems, including the design and control of information.

Requires ability to follow complex oral and written instructions.

Requires ability to effectively participate in and profit from on-the-job training and to effectively apply knowledges acquired to assigned work activities.

Requires ability to establish and maintain satisfactory working relationships with associates, vendors, and others.

Requires ability to analyze data logically.

Requires ability to learn how to research, evaluate and test software and/or hardware applications.

Requires good oral and written communication skills.