



# Texas Department of Criminal Justice

DIVISION: Information Technology

POSITION TITLE:  
Program Specialist VII – Information Technology

SALARY GROUP:  
B25

## I. Job Summary

Performs highly advanced consultative services and technical assistance work. Work involves planning, developing, coordinating, and implementing an agency program; providing consultative services and technical assistance to program staff, governmental agencies, community organizations, and the public; and providing guidance to others. Works under minimal supervision with extensive latitude for the use of initiative and independent judgment.

## II. Essential Functions

- A. Responsible for the coordination between the agency, governmental oversight agencies, and outsource service providers including vendors; oversees the planning, prioritizing and technical training, researching, planning, policies, program assessments, and administrative activities; provides budget recommendations for Management Information Systems (MIS) to include hardware and software; develops policies, procedures, standards, and manuals; plans program activities in accordance with program goals and objectives; and ensures compliance with program policies and procedures, statutes, and rules.
  - B. Performs tuning and capacity planning activities to enhance the performance of the network resources; and determines operational, technical, and support requirements for the location, installation, operations, and maintenance of data communications and agency network systems.
  - C. Performs project planning tasks to include project risk assessments, alternative implementation analyses, and project status tracking and reporting; and maintains the functionality of the systems environment, the implementation of technology solutions, the development of service upgrade plans and procedures, and the installation of operating systems.
  - D. Analyzes existing network and system procedures for efficiency and effectiveness; assists management with developing and implementing effective techniques for evaluating the program area; identifying the need for new programs and providing guidance to staff in the development and integration of new methods and procedures; evaluates network technologies for potential acquisition; and directs the evaluation of various hardware and software resources to identify strengths, weaknesses, and potential benefits to the agency.
  - E. Provides high-level technical assistance in troubleshooting and solving complex problems; analyzes, troubleshoots, and resolves system hardware, software, and networking issues; completes and monitors administrative and performance reports, studies, and specialized projects; and recommends appropriate changes to the program.
- \* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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## III. Minimum Qualifications

### A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Computer Science, Management Information Systems, or a related field preferred. Each year of experience as described below in excess of the required seven years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.
2. Seven years full-time, wage-earning experience in design, implementation, installation, or maintenance of large wide area network (WAN) and local area network (LAN) systems.
3. Governmental program experience preferred.
4. Microsoft Azure Cloud experience preferred.
5. Amazon AWS Cloud experience preferred.
6. ServiceNow experience preferred.
7. Disaster Recovery experience preferred.
8. Project coordination experience preferred.
9. Certification as Information Technology Infrastructure Library (UTIL) Foundation preferred.
- \* Ability to maintain the security and integrity of critical infrastructure as it is defined by the state.

### B. Knowledge and Skills

1. Knowledge of network facilities and data processing techniques.
2. Knowledge of LAN/WAN infrastructure, technologies, design, and implementation strategies.
3. Knowledge of principles, practices, and procedures of information technology services.
4. Knowledge of the principles and practices of public administration and project management.
5. Knowledge of personal computer hardware and software to include security software, performance monitoring, and capacity management tools.
6. Knowledge of Microsoft Active Directory and backup and restore procedures preferred.
7. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
8. Skill to communicate ideas and instructions clearly and concisely.
9. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

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10. Skill in the use of computers and related equipment in a stand-alone or local area network environment.
11. Skill to review technical data and prepare technical reports.
12. Skill to establish and evaluate program goals, objectives, and procedures.
13. Skill to recognize, analyze, and resolve network problems.
14. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

## IV. Additional Requirements with or without Reasonable Accommodation

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working outside and inside, working around machines with moving parts and moving objects, working around moving objects or vehicles, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, dolly, and automobile.

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions, and the conditions required for this position.

APPROVED BY: Craig Dickman DATE: 04/03/2026

POSITION #: 008353