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Class Specification  
for the Class:

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN

**Class Distinguishers:**

**Complexity:** Independently provides technical support and assistance to departmental computer users in the use of a variety of computer equipment, systems, and applications. The work includes diagnosing and resolving a variety of computer related user problems, providing training to users on computer software, hardware and operating systems; and assisting with the scheduling, coordination, planning, installation and relocation of information technology equipment and software installation.

**Examples of Duties:** *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

1. Performs work-site installation and reinstallation of system hardware and software and other PC-supported applications.
2. Conducts systems testing for basic electrical and network connections to ensure personal computer operability.
3. Provides information and assistance to users on system equipment, procedures, and computer application programs.
4. Conducts training in word processing and other data processing software applications (e.g., spreadsheet, database, electronic mail, etc.), computer orientation and operation.
5. Responds to questions from department users regarding the capabilities of various software applications.
6. Troubleshoots both hardware and software computer problems and problems with various applications, including word processing, spreadsheets, data bases, electronic mail, etc.

7. Diagnoses, resolves and documents computer related user problems, including but not limited to hardware, software and network systems.
8. Determines if a service call should be placed or if the problem should be referred to higher level information technology personnel.
9. Consults manuals or higher level information technology personnel for assistance.
10. Assists users by creating models, worksheets, electronic forms, data files, etc., to support specific financial or budgetary and operational requirements of the department; performs rudimentary programming tasks, e.g., to generate ad hoc reports.
11. Participates in the testing of new software releases, identifies problems and recommends solutions.
12. Assists higher level information technology personnel with the scheduling, coordination, planning, and relocation of information technology equipment.
13. Pulls and rewires cables as required for new installations and office reconfiguration.
14. Performs daily backup and purging of files, in accordance with operating procedures.

**KNOWLEDGE AND ABILITIES REQUIRED**

The knowledge and abilities required in order to effectively perform the key duties for this class are indicated in the following table. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in this class.

*“P” indicates prerequisite knowledge and abilities, which must be brought to the job.  
“A” indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.*

<b>KNOWLEDGE OF:</b>		
1.	Department specific applications and information technology systems.	A
2.	Personal computers and peripheral equipment such as printers, modems, disk drives, etc.	P
3.	Basic networking concepts.	P

<b>KNOWLEDGE OF: (cont'd)</b>		
4.	Basic diagnostic methods and procedures to resolve user problems.	P
5.	Online application software.	P
6.	Various application software such as word processing, electronic mail, spreadsheet, data base, etc.	P
7.	Methods and techniques of training for individuals and groups.	P
<b>ABILITY TO:</b>		
1.	Read and understand complex written materials such as rules, procedures, or policies.	P
2.	Write simply and clearly.	P
3.	Install and maintain personal computer hardware and software applications based on established procedures and practices.	P
4.	Provide effective on-site and telephone support services to system users in the diagnosis and resolution of user problems.	P
5.	Provide technical assistance and training on the proper use of a variety of computer equipment and user applications.	P
6.	Contact and direct users to the appropriate information technology personnel for problems beyond assigned scope of responsibility.	P
7.	Evaluate software programs' functionality and effectiveness in meeting user needs;	P
8.	Document computer equipment and user application problems and resolutions.	P
9.	Communicate effectively both orally and in writing with individuals and groups; and work tactfully with others.	P

**MINIMUM QUALIFICATION REQUIREMENTS**

**Experience Requirements**

General Experience: One (1) year of work experience which demonstrated the ability to read and understand complex written materials such as rules, procedures, or policies; comprehend and apply written instructions; and to write simply and clearly.

Specialized Experience: Two (2) years of work experience which demonstrated effective use of personal computers, peripheral equipment (e.g., printers, modems, disk drives, etc.), and a variety of applications (e.g., word processing, electronic mail, spreadsheet, data base management). At least one (1) year must have involved providing technical assistance and advice to users in resolving hardware and software problems, and providing technical instruction and information.

**Substitutions Allowed**

1. Graduation from high school, or equivalent, may be substituted for all of the General Experience.
2. A bachelor's degree in Information and Computer Science from an accredited college or university may be substituted for all of the Specialized Experience.
3. An associate degree in Information Technology from an accredited business college, community college or other technical training program may be substituted for all of the Specialized Experience.
4. A Certificate of Achievement (30 semester credits) in Information Technology from an accredited business college, community college or other technical training program may be substituted for one (1) year of the Specialized Experience, but not for the experience which involved providing assistance and advice to users in resolving hardware and software problems.
5. A Certificate of Completion (12 semester credits) in Information Technology from an accredited business college, community college or other technical training program may be substituted for six (6) months of the Specialized Experience, but not for the experience which involved providing assistance and advice to users in resolving hardware and software problems.

**Quality of Experience:**

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

**Selective Certification:**

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

**Tests:**

Applicants may be required to qualify on an appropriate examination.

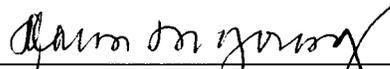
**Physical and Medical Requirements:**

Applicants must be able to perform the essential duties and responsibilities of the position effectively and safely, with or without reasonable accommodation.

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This is an amendment to the class specifications and minimum qualification specifications for the class DATA PROCESSING USER SUPPORT TECHNICIAN (DATA PROCESSING USER SUPP TECH), which were approved on March 29, 1995, and January 17, 2012, respectively; and a change in class title to INFORMATION TECHNOLOGY SUPPORT TECHNICIAN.

DATE APPROVED: 11/25/2013

  
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