INFORMATION TECHNOLOGY TECHNICIAN

JOB DESCRIPTION

Employees in this class series complete or oversee activities designed to provide support for either a microcomputer or mainframe-computing environment. Employees entering this class series with a basic knowledge of the methods, practices, procedures, policies, regulations and laws related to both environments. The specific needs of the individual agency and particular environment in which a position is located will determine whether the position will advance in this class as a mainframe operator or as a microcomputer support technician.

There are four classifications in this job.

Position Code Title – Information Technology Technician-E

Information Technology Technician 7
This is the entry level. As a trainee, the employee, under close supervision, receives on-the-job training, and performs a range of microcomputer, network, and/or mainframe operations support activities.

Information Technology Technician 8
This is the intermediate level. The employee functions in a developing capacity with increased responsibility for performing a range of microcomputer, network, and/or mainframe operations support activities.

Information Technology Technician E9
This is the experienced level. The employee, as a full-functioning technician, performs the complete range of microcomputer, network, and/or mainframe operations support activities, with a minimal degree of supervisory involvement. The employee uses independent judgment to make decisions and interpret policies and procedures to specific situations.

Position Code Title – Information Technology Technician-A

Information Technology Technician 10
This is the advanced level. The employee serves as either a lead worker responsible for overseeing the work activities of other Information Technology Technicians or as a senior worker performing information technology technician assignments which are recognized as the most complex. Senior-level employees perform complex assignments beyond those expected at the experienced level which have been approved by Civil Service.

NOTE: Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed below are typical examples of the work of employees in this job classification. Not all duties assigned to every employee are included, nor is it expected that all positions will be assigned every duty.

Network Environment

Receives trouble calls on equipment and diagnoses problems.

Monitors system-processing activities by observing computer console, peripherals, input, and output to ensure maximum throughput of data.

Performs local and remote testing on equipment, including running computer programs to diagnose faults.

Performs equipment repair, builds cables, replaces boards and components to identify or remedy failures.

Performs all functions required to prepare and install microcomputers and related equipment, including connections to the data communications network.

Assists in preparation and installation of software and peripheral devices.

Assists in the diagnosis and resolution of software problems.

Prepares and coordinates sending equipment out for repair.

Orders and inventories spare parts, including stripping surplus equipment for usable parts.

Evaluates requests for microcomputer services, develops alternate proposals, and recommends new applications.

Develops system specifications, writes and tests programs, and compiles support documentation and manuals.

Implements systems and provides for ongoing maintenance and enhancements.

Trains users in the basic operation and maintenance of microcomputers and related components.

Assists in the development of proposals for the procurement of information systems and services.

Operates other information technology related equipment such as scanners, printers, plotters, graphics equipment, etc.

Performs miscellaneous functions as required, including (but not limited to) calling vendors to report/resolve problems, assisting with demonstrations and site preparations, assisting in changing microcomputer location, and assisting electricians in determining necessary wiring changes.

Mainframe Environment
Reads and interprets job and system run instructions and determines availability of necessary system resources for program execution.

Readies input/output units for operation and loads programs.

Enters job execution statements through console; modifies and enters Job Control Language required to perform scheduled operation.

Scans and reviews output to ensure proper job execution.

Logs run times; identifies and documents job run problems and malfunctions, halts, and program aborts.

Performs minor maintenance to equipment such as cleaning tape drives and printers.

Follows procedures to ensure systems and equipment security and protect file integrity.

Monitors data communications network activity, diagnosing problems, and assisting remote terminal and micro users.

Responds to equipment malfunctions by referring to operating instructions or advising supervisor of major malfunctions. May contact vendors for service call assistance in repairing or correcting equipment malfunctions.

Assists terminal operators with operation and equipment problems.

Allocates memory and disk for optimum processing using appropriate software for rebuilds, reloads, restarts, copies, etc.

Determines appropriate reload and backup procedures for databases; monitors and records impact of aborted jobs on database and data communications files.

Explains job execution problems to information technology technician staff.

Operates other information technology related equipment such as scanners, printers, plotters, graphics equipment, etc.

Creates backup files.

Assists in the development of proposals for the procurement of information technologies, systems and services.

Additional Job Duties

Information Technology Technician 10 (Lead Worker)
Coordinates work by scheduling assignments and overseeing the work of other Information Technology Technicians.

Oversees and assures the quantity and quality of the workflow by overseeing Information Technology Technicians' adherence to established methods and procedures.

Explains work instructions and adapts, if necessary, pertinent general methods and procedures in order to meet required needs.

Trains lower-level Information Technology Technicians.

Information Technology Technician 10 (Senior Worker)
Performs on a regular basis information technology assignments, which are recognized by Civil Service as the more complex than those assigned at the experienced level.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the area listed is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of data processing terminology, symbols, and methodology.

Knowledge of general record keeping.

Ability to operate information systems input devices.

Ability to diagnose hardware and/or software problems.

Ability to conduct training and informational sessions.

Ability to follow oral and written instructions.

Ability to communicate effectively.

Additional Knowledge, Skills, and Abilities

Network Environment
Knowledge of microcomputer hardware and software.

Knowledge of data communications networks.

Ability to repair microcomputer components.

Ability to install microcomputers and related equipment.

Ability to prepare and install software packages.

Mainframe Environment
Knowledge of the methods and techniques used to operate mainframe computer systems and peripheral equipment.

Knowledge of the methods and techniques for setting up various systems on computer hardware.

Knowledge of Job Control Language(s).

Ability to identify and resolve problems associated with operating system malfunctions.

Ability to key in coded information and instructions.

Ability to understand and follow detailed written and oral instructions.

Information Technology Technician 10 (Lead Worker)
Ability to organize and coordinate the work of the unit.

Ability to explain instructions and guidelines to others effectively.

Ability to determine work priorities and assign work to employees.

Information Technology Technician 10 (Senior Worker)
Ability to perform the most complex information technology technician assignments.

Physical Requirements

Considerable manual dexterity with tools.

Ability to work under stressful conditions.

Education

Possession of a certificate in information systems, data processing, electronics technology, mainframe operations, or microcomputer systems gained through completion of a one-year, college level curriculum.

Experience

Information Technology Technician 7
No specific type or amount is required.

Information Technology Technician 8
One year of experience equivalent to an Information Technology Technician 7.

Information Technology Technician E9
Two years of experience equivalent to an Information Technology Technician, including one year equivalent to an Information Technology Technician 8.

Information Technology Technician 10
Three years of experience equivalent to an Information Technology Technician, including one year equivalent to an Information Technology Technician E9.

Alternate Education and Experience

Significant on-the-job or other technical training that can be shown to provide the required knowledge of information systems equivalent to that gained through completion of a one-year, college level curriculum may be substituted for the post-secondary certificate.

Possession of an associate's degree in information systems, data processing, electronics technology, or microcomputer systems may be substituted for one year of information technology technician work experience.

Special Requirements, Licenses, and Certifications

None.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code	**Job Code Description**
INFOTETCH	Information Technology Technician

Position Title	**Position Code**	**Pay Schedule**
Information Technology Technician-E	INFTTCHE	W41-007
Information Technology Technician-E	INFTTCHE	NERE-044
Information Technology Technician-A	INFTTCHA	W41-014
Information Technology Technician-A	INFTTCHA	NERE-041