

Specification for Class of

INFORMATION TECHNOLOGY TECHNICIAN 1

Abolished Effective June 1, 2005

Definition: Under close supervision, performs basic information technology related tasks supporting client applications, hardware and software products, network infra-structure equipment, or telecommunications software or hardware. In a training capacity under close supervision, may participate in basic programming or computer analysis.

Distinguishing Characteristics: Work at this level follows basic, pre-defined procedures and is performed under direct supervision. More significant problems/issues are referred to a higher level.

Incumbents typically perform the level of work described below a majority of the time. The work described below is not intended to be all inclusive but representative of the level of duties/responsibilities carried out by this job class:

Provides assistance to users of computer users regarding such things as: correct sign-on procedures, equipment maintenance procedures, terminal operation procedures, application system usage procedures, resetting passwords

Setup new computers (connecting keyboard , mouse, and monitor to PC and plugging it in); installs software and new keyboards.

Enacts basic hardware fixes such as rebooting computers, checking to see if it is plugged in, replacing video cards, replacing printer cartridges, etc.

Makes preliminary identification of problems encountered by network users to determine if they are due to equipment, network or application errors; contacts appropriate personnel to achieve resolution;

Maintains service logs and/or on-line trouble logs;

Works with new users to fill out forms requesting access, researches the access requested, types memo requesting access and transmits for approval; after approval has been received, sets up access and password;

Tags equipment with inventory tags and keeps track of it;

Modifies or revises routine programs.

Minimum Qualifications

One year experience in information technology related activities such as: installing workstations, providing technical support for software, or installing and maintaining PC hardware.

New class: effective 7-1-99 (replaces DCT 1 03340; Telecomm Sys Spec 09170)