

Specification for Class of

INFORMATION TECHNOLOGY SYSTEM SPECIALIST 1

Abolished Effective June 1, 2005

Definition: Performs routine installation, troubleshooting or consultation tasks under close supervision.

Distinguishing Characteristics: This is the beginning professional level. Under close supervision, incumbents perform routine technical support tasks in support of information systems and users. Routine tasks are recurring and are accomplished following established work methods or procedures. Priorities are set by others and many problems are referred to a higher level for resolution. Work is oriented toward both productivity and skill development.

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:

Installs system components or peripheral hardware or software with simple decision making or pre-determined methods and low risk to equipment such as personal computer printer, telephone, and LAN network interface card; provides documentation to customers (technical bulletins regarding changes, test plan, implementation plan); under supervision, carries out small-scale or incidental cable installation;

Review systems logs and messages to identify events and errors; runs simple tests on hardware/software with simple decision making or pre-determined methods and/or low risk to equipment; makes simple repairs/fixes using pre-determined methods to resolve low risk problems, reports more substantive problems to higher level for action;

Assists in identifying customer problems and acts as a clearinghouse; isolates systems problems and coordinates resolution; assists in testing and verifying system changes; prepares problem reports; assists in identifying customer requirements;

Schedules and implements on-going maintenance such as running defragmentation programs, cleaning printers, obtaining the latest virus checkers, etc.;

Assists in the analysis of telecommunications services and equipment needs; coordinates moves, changes and minor installations; processes orders and maintains inventory;

Receives and inventories software; coordinates license counts;
disposes of excess property;

Minimum Qualifications

A Bachelor's degree including 9 semester or 15 quarter hours of computer science courses.

OR

An Associate's degree or completion of an accredited vocational training program in an information technology or related program and one year of experience analyzing, installing, and/or maintaining computer software applications, hardware, or telecommunications or network infra-structure equipment or providing customer or technical support in information technology.

OR

One year as an Information Technology Technician 1 or 2.

Experience analyzing, designing, installing and/or maintaining computer software applications, hardware, or telecommunications or network infra-structure equipment or providing customer or technical support in information technology will substitute for education on the basis of one year of experience for two years of education.

New class: effective 7-1-99; replaces DCT 3 03360; Telecom System Specialist 2 09180