

## HIGHER EDUCATION PERSONNEL

Specification for Class

Class Code: 2401

### INFORMATION TECHNOLOGY TECHNICIAN I

**Abolished Effective June 1, 2005**

#### CLASS SERIES CONCEPT

Perform entry-level information technology systems support for client applications, hardware and software products, network infrastructure equipment, or telecommunications software or hardware.

This series is distinguished from the Information Technology Systems Specialists by the requirement for following established procedures to complete assigned information technology tasks.

#### BASIC FUNCTION

In support of information systems and users, perform basic technical tasks to support client applications, hardware and software products, network infrastructure equipment, or telecommunications software or hardware.

#### DISTINGUISHING CHARACTERISTICS

Under direct supervision, follow simple, pre-defined procedures to perform basic information technology tasks such as providing correct log-on procedures, equipment maintenance procedures, operation and system usage procedures; changing user passwords; installing new keyboards; setting up new computers; performing basic hardware fixes; and maintaining inventories of computer and/or voice equipment and diagrams. Refer problems/issues to a higher level.

#### TYPICAL WORK

Provide basic assistance to computer and/or voice system users such as: providing correct log-on procedures, equipment maintenance procedures, operation and system usage procedures, changing user passwords, installing new keyboards, and making preliminary identification of problems encountered by network users;

Setup new computers including connecting keyboard, mouse, and monitor to PC, checking for proper operation and installing software;

Perform basic hardware fixes such as rebooting computers, checking for connection to outlets, replacing printer cartridges, etc.;

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

Maintain service logs and/or on-line trouble logs; maintain inventories of computer and/or voice equipment and diagrams;

Modify or revise routine programs;

Assist faculty with information technology teaching aids, materials and equipment associated with classroom instruction;

May assist in basic programming or computer analysis;

Perform related duties as required.

MINIMUM QUALIFICATIONS

Three months of information technology related experience such as installing workstations, providing technical support for software, or installing and maintaining hardware, network infrastructure equipment, or telecommunications software or hardware

OR

equivalent education/experience.

New Class: 1/1/2002