



Position:	Information Technology Specialist I	FLSA:	Non-Exempt
Department:	Technology	Pay Grade:	18
Reports To:	Director		

SUMMARY

Performs a variety of one-on-one help and troubleshooting on common microcomputer and software problems used for administration, education, and libraries. Performs basic diagnostic inspections and repair on microcomputers.

NATURE AND SCOPE

Under general supervision, provides a technically-oriented form of customer service to personal computer users who are at a beginner level of competency. Duties may range from help desk to one-on-one instruction to basic equipment installation. Requires exercise of some independent judgment when analyzing and resolving problems or developing solutions. Volume of work is high and requires the ability to prioritize projects to meet user's needs. Interactions with others inside the organization are frequent and usually technical in nature.

DISTINGUISHING CHARACTERISTICS

This is the first level in a broad-based technical career ladder. Advancement along this ladder can occur through mastery with micro-computers and connectivity, a full range of computer software and training, data and telecommunications, and networks. At level I, incumbents are expected to assist personal computer users with routine instruction and troubleshooting of common software and I/O problems. At level II, the position is capable of basic network operations, limited computer security, formal training in common software, hardware diagnostics, or basic telecommunications setup and configuration. At level III, the job expands into multiple areas and departmental applications. For example, network specialists will use system tools for diagnostics and perform complex installations. Software specialists will conduct training in small group settings and perform diagnosis on more advanced software. The job is capable of administering computer security systems. A level IV position would be supervisory in nature, and require industry certifications.

ESSENTIAL TYPES OF DUTIES (Examples)

Depending on the area of concentration, incumbents are expected to perform some, not all, of the following duties:

- Receives and responds to calls and personal inquiries regarding questions and problems with usage of common personal computer software and input and output of information to and from computer hardware. Examples of software include, but are not limited to word processing, spreadsheets, and straightforward data base applications used on school settings.
- Documents help desk calls and assigns questions and solutions to a predetermined index that is accessible by others.

- On a one-on-one basis, instructs and illustrates the use of common business and educational software such as learning tools, word processing, spreadsheet, and graphics.
- Assists others of higher classification with installation of stand alone and networked computers. Installs and customizes applications software and other associated programs and files, when required.
- Performs other duties to accomplish the objectives of the position.

QUALIFICATIONS

Knowledge and Skills: Requires a working knowledge of personal computer operations, including the relationship and usage of various input and output components, commonly used software, and terminology. Must be familiar with the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance. Requires sufficient communication skills to conduct individual instruction and technical assistance on the use and application of common PC-based software, and connectivity software.

Abilities: Must be able to perform all of the relevant duties of the position with only general supervision. Must be able to operate a variety of computer terminals, printers, and peripheral equipment. Requires the ability to analyze well-precedented technical problems and to develop and apply appropriate solutions. Must be able to read, understand and apply information from technical manuals. Must be able to prioritize work in order to meet deadlines and maintain schedules.

Physical Abilities: Position involves light to medium walking, standing, stooping carrying and lifting of light weight materials (under 25 pounds). Requires visual acuity to read numbers, letters, and images; depth perception; hand and finger dexterity to use a keyboard, and hand-eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.

Education and Experience: One year of college-level course work plus additional job training in microcomputer hardware and software components, microcomputer operating systems and data communications software. Additional experience may substitute for education.

Licenses and Certificates: TB Test clearance, Criminal Justice Fingerprint clearance, and valid Driver's license.

Board Reviewed: March 8, 2007