

HIGHER EDUCATION PERSONNEL

Specification for Class

Class Code: 2402

INFORMATION TECHNOLOGY TECHNICIAN II

Abolished Effective June 1, 2005

BASIC FUNCTION

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

DISTINGUISHING CHARACTERISTICS

Under general supervision, follow established procedures to perform routine maintenance, repair, support, and installation tasks such as re-imaging systems; replicating software images; installing software; upgrading memory, or installing components. Refer problems/issues to a higher level or to another support group for resolution.

TYPICAL WORK

Perform routine technical support tasks such as re-imaging systems, replicating software images, installing software, upgrading memory; installing a new hard drive or floppy drive; use basic diagnostic software and utility tools to troubleshoot problems;

Work with new users to complete access request forms, research the access requested, type memo requesting access and transmit for approval; set up access and password upon approval;

Provide technical support to internal staff; assist staff in making hardware, software, and network changes; respond to questions about information in user manuals and online documentation regarding operating system, network use and interoperability of systems;

Assist higher-level specialists in installing and/or repairing complex pieces of equipment;

Maintain printers, disk drives, and tape drives;

Reset passwords;

Conduct introductory instruction from prepared materials on the use of information technology;

Serve as liaison between the customer and information technology support services;

Install, test, and maintain hardware and software products; perform routine preventive maintenance tasks for computers, peripheral and/or data communication equipment;

Receive and record trouble reports from customers; route trouble ticket to higher level for resolution; notify customers about outages, system problems, etc.;

Maintain service logs and/or on-line trouble logs and resolve client requests;

Assist with moves related to network operations and employees;

May assist others with basic programming or computer analysis;

Perform related duties as required.

MINIMUM QUALIFICATIONS

One year of information technology related experience such as: installing workstations, providing technical support for software, or installing and maintaining hardware, network infra-structure equipment, or telecommunications software or hardware

OR

equivalent education/experience.

New Class: 1/1/2002