Specification for Class   Class Code: 2405

INFORMATION TECHNOLOGY SYSTEMS SPECIALIST I
Abolished Effective June 1, 2005

CLASS SERIES CONCEPT

Perform information technology systems support work by troubleshooting, testing, installing, maintaining, and supporting client applications, hardware and software products, network infrastructure equipment, or telecommunications software or hardware for information systems and users.

This series is intended to describe positions that have primary responsibility for providing systems support in one or more information technology specialties such as: Architectural/Capacity Planning, Business Analyst, Computer Support Services, Data Communications, Disaster Recovery/Data Security, Distributed Systems/LAN/PC, Hardware Management And Support, Help-Desk, Instructional Technology, Network Operations, Systems Software, Training, or Voice Communications.

BASIC FUNCTION:

In support of information systems and users, perform routine information technology systems specialist work, such as troubleshooting, testing, installing, maintaining, and/or supporting client applications, hardware and software products, network infrastructure equipment, or telecommunications software or hardware.

DISTINGUISHING CHARACTERISTICS:

Under general supervision, provide routine technical support for information technology systems and users. Follow established work methods to diagnose and resolve routine problems on computers, telecommunication software and hardware or client/server applications such as installing system components or peripheral hardware with low risk to equipment; assisting in testing and evaluating hardware/software or telecommunication products; assisting in identifying customer problems on multiple platforms/computers and suggesting remedies; isolating system problems and coordinating resolution; or performing basic tests on hardware/software, and making simple repairs using pre-determined methods. Priorities are set by others and many non-routine problems are referred to a higher level or to another support group for resolution.

TYPICAL WORK:

Diagnose and resolve hardware problems; install system components or peripheral hardware; provide documentation to customers (technical bulletins regarding changes, test plan, implementation plan); carry out small-scale or incidental cable installation;

Assist in testing and evaluating hardware and software products to determine if they meet unit and/or institution standards; perform introductory training activities;

Assist in identifying customer problems on the use of client/server applications installed on multiple platforms and components and suggest remedies; isolate system problems and coordinate resolution; assist in testing and verifying system changes; prepare problem reports;

Review system logs and messages to identify events and errors; run basic tests on hardware/software; perform simple repairs/fixes using pre-determined methods to resolve relatively low risk problems, report more substantive problems to higher level for action;

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

Assist with the analysis of user reports of telephone system malfunctions and identify the responsible vendor for repairs; assist in the analysis of telecommunications services and equipment needs; coordinate moves, changes and minor installations; process orders and maintain inventory;

Assist in developing and updating documentation;

Receive and inventory software; coordinate software license counts; assist with the disposal of surplus property;

Perform related duties as required.

MINIMUM QUALIFICATIONS

Two years of information technology experience such as 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

OR

One year of experience as an Information Technology Technician II

OR

equivalent education/experience.

New Class: 1/1/2002