INFORMATION TECHNOLOGY TECHNICIAN I

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

SUMMARY:

Under general supervision, within a centralized IT support environment; performs specialized hardware and software repairs and support for a diverse range of user departments. Resolves hardware, software, networking and communication problems, conflicts, and defects.

DUTIES AND RESPONSIBILITIES:

1. Investigates, analyzes, and resolves complex hardware problems on YCOE computer systems; performs advanced hardware repairs, maintenance, technical assistance, and support on a wide range of PC-based computers and peripherals.
2. Analyzes and resolves problems on complex computer applications and systems for faculty and staff across all departments; provides a wide range of in-depth technical assistance to departmental user support staff.
3. Provides advanced technical assistance, support, and troubleshooting in the resolution of system communications failures and conflicts.
4. Evaluates existing computer systems hardware, and performs system upgrades, based on end user requirements; installs, integrates, customizes, configures, and tests new systems and hardware; resolves configuration conflicts and errors.
5. Provides general and in-depth technical guidance, assistance, and maintenance support to end users, as requested, on diverse software applications, operating systems, and hardware systems; maintains a high standard of customer service in dealing with and responding to questions.
6. Researches, analyzes, and recommends appropriate computer hardware for customized computer configurations.
7. Performs routine, day-to-day hardware and software maintenance as assigned, and assists in proper upkeep and utilization of systems.
8. Reviews, prioritizes, and processes problem reports; documents the progress of projects.
9. Trains and supervises student employees, as appropriate.
10. Maintains a broad knowledge of state-of-the-art computer technology, equipment, and systems; participates in professional development activities as appropriate.
11. Monitors external data sources to ensure receipt and analysis of all charges.
MINIMUM JOB REQUIREMENTS:

High school diploma or GED; at least 3 years of experience that is directly related to the duties and responsibilities specified.

A directly related higher degree from an accredited institution may be substituted for up to two years of experience.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Knowledge of a wide range of computer systems software, applications, hardware, networking, and communications.
- Ability to diagnose and rectify a wide range of computer hardware and software problems with high proficiency.
- Ability to provide advanced technical assistance and comprehensive problem resolution to end users.
- Ability to install and configure wide range of complete computer systems, hardware, and peripherals.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of customer service standards and procedures.

DISTINGUISHING CHARACTERISTICS:

Position requires: a) maintenance, repair, and technical support of a variety of computer systems hardware and software across a wide range of County Office operating units; b) performance of complex upgrades on a wide variation of operating systems, including systems integration and customization; c) analysis and resolution of complex computer applications and systems problems for multiple clientele; d) provision of in-depth technical assistance to end user support staff.

WORKING CONDITIONS AND PHYSICAL EFFORT:

Physical Abilities: Position involves light to medium work including walking, standing, stooping, carrying and lifting of medium to heavy weight materials (up to 50 lbs.) and work in small or confined spaces. Requires visual acuity and depth perception, strong arm, hand and finger dexterity and hand, eye coordination. Requires speaking and hearing ability sufficient to hear over phone and carry on routine conversations.