CLASSIFICATION SPECIFICATION

DELAWARE
TECHNICAL ◆ COMMUNITY
COLLEGE

Information Technology Specialist I

FT/PT Class Code: 5094, 5594   Pay Grade: B/C 13   FLSA: Non-Exempt   Rev. 03/11/19

SUMMARY STATEMENT: An incumbent is responsible for the basic installation, maintenance, and repair of computer and computer networking equipment.

NATURE AND SCOPE:

An incumbent in this class typically reports to an administrator or technical supervisor in the Division of Information and Instructional Technology. Duties include basic: installing, maintaining, troubleshooting, and repairing a wide variety of computer hardware and software; setting up and configuring systems and computer equipment; ensuring compatibility between computers, peripheral equipment, and networks; providing instruction to users; maintaining inventories; and providing technical support to the College community. Principal contacts are with administrators, faculty, staff, and students.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Configures, maintains, and troubleshoots personal computers, printers, and peripheral equipment. Refers more complex issues to higher level Specialists when appropriate. Contacts vendors for major problems when the equipment is under warranty or service contract.

2. Performs the basic help desk function and provides instruction to faculty and staff in the procedures, methods, and use of computer and/or telecommunications resources. Refers more complex issues to higher level Specialists when appropriate.

3. Provides input on the purchase of campus hardware, software, and peripheral equipment.

4. Addresses end-user technical issues by initiating, tracking and documenting work requests through a work order ticketing system.

5. Remains current concerning state-of-the-art trends in the field.

6. Maintains inventory and repair records.

7. Monitors system operation and performance and provides system support as required both during and outside of normal business hours.

8. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

◊ Knowledge of state-of-the-art trends in technology.
◊ Knowledge of network server software theory, components, and configuration.
◊ Knowledge of the theory, components, and configuration of personal computers, servers, printers, and tape backup units.
◊ Knowledge of PC operating systems, including software and hardware, and their configurations.
◊ Knowledge of the Internet, e.g., FTP, Telnet, and associated protocols and standards.
◊ Knowledge of the methods and procedures used to safeguard network security and to detect security violations.
◊ Knowledge of the techniques, practices, and methods of monitoring networks for response time and for traffic analysis.
◊ Knowledge of the methods and procedures of inventory control.
◊ Knowledge of purchasing methods and procedures.
◊ Skill in the use of hand tools.
◊ Ability to read and comprehend schematics and technical manuals.
◊ Ability to diagnose hardware, software, network, and/or telecommunications problems and take appropriate actions to correct the problems.
◊ Ability to establish and maintain effective relationships with co-workers.
◊ Ability to write clear, concise, and informative reports.

MINIMUM QUALIFICATIONS:

◊ Associate degree in a computer related field or equivalent combination of education and experience.
◊ MCP, A+, or Net+ certification is preferred but not required.