

CLASSIFICATION SPECIFICATION

Information Technology Specialist II

FT/PT Class Code: 5095, 5595 Pay Grade: B/C 15 FLSA: Non-Exempt Rev. 07/18/18

SUMMARY STATEMENT: An incumbent is responsible for the 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: 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; gathering equipment specifications; and providing technical support to the College community. Principal contacts are with administrators, faculty, staff, students, and vendors. This class is differentiated from the I level by the complexity of tasks assigned.

PRINCIPAL ACCOUNTABILITIES:

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

1. Configures, maintains, and deploys computers and peripheral equipment.
2. Contacts vendors to resolve major problems, including warranty replacements.
3. Performs the help desk function and provides instruction to faculty, staff, and students in the procedures, methods, and use of computer and/or telecommunications resources.
4. Recommends campus purchase of computer hardware, software, and peripheral equipment.
5. Performs system analysis and determines system requirements. May identify and analyze network connectivity issues.
6. Remains current in state-of-the-art trends in the field.
7. Maintains inventory and edits inventory records for accuracy.
8. Serves as the departmental representative on campus committees to provide input regarding computer hardware and software.
9. Monitors system operation and performance and provides system support as required both during and outside of normal business hours.
10. Trains and supervises employees on specific projects or assignments. Assist lower level IIT specialists and technicians with problem resolutions.

PRINCIPAL ACCOUNTABILITIES, cont'd:

11. Create procedure documentation for installation of hardware/software for specific products and departments.
12. Serves as a liaison between the College and Federal, State, Local and other outside agencies as assigned.
13. Utilizes scripting languages to automate the installation of packages.
14. Assists in the creation and maintenance of software images.
15. Performs other duties as assigned.

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 staff and vendors.
- ◇ Ability to write clear, concise, and informative reports.

MINIMUM QUALIFICATIONS:

- ◇ Associate degree in a computer related field or equivalent combination of education and experience.
- ◇ Minimum of two (2) years of professional experience supporting PC hardware, software, and operating systems within a networked environment.
- ◇ MCP, A+, or Net+ certification is preferred but not required.