

CLASSIFICATION SPECIFICATION

Information Technology Specialist III

FT/PT Class Code: 5112, 5612 Pay Grade: B/C 17 FLSA: Non-Exempt Rev. 07/01/15

SUMMARY STATEMENT: An incumbent is responsible for advanced installation, maintenance, and repair of computer and computer networking equipment, including assisting lower level positions with problem resolutions and upgrades. An incumbent at this level also collaborates with the systems group and may have some crossover duties related to servers.

NATURE AND SCOPE:

An incumbent in this class typically reports to an administrator or technical supervisor in the Division of Information and Instructional Technology. Primary duties include: installing, maintaining, 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; writing specifications for bids; and providing technical support to the College community. Principal contacts are with administrators, faculty, staff, students, vendors, and other State of Delaware agencies. This class is differentiated from the II level by the complexity of tasks assigned and because it is more of a hybrid position with a portion of time spent on some server-related Systems Specialist types of duties.

PRINCIPAL ACCOUNTABILITIES:

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

1. Configures, maintains, troubleshoots, and repairs file servers, personal computers, printers, and peripheral equipment at an advanced level. Investigates and resolves application functionality related issues. Contacts vendors for major problems when the equipment is under warranty or service contract.
2. Performs the help desk function and provides instruction to faculty and staff in the procedures, methods, and use of computer and/or telecommunications resources. Monitors and investigates student and staff activity for non-compliance of the acceptable use policy. Assists lower level specialists and technicians with problem resolutions and upgrades.
3. Performs technology and system analysis, determines system requirements, and designs, installs, and maintains server systems and associated peripherals and storage systems. Monitors system operation and performance and provides system support as required both during and outside of normal business hours
4. Recommends campus purchase of computer hardware, software, and peripheral equipment.
5. Remains current concerning state-of-the-art trends in the field.
6. Writes bid specifications, ensures bids meet specifications and recommends the successful bidder. Oversees delivery and installation. Monitors warranty and/or service contracts.
7. Maintains inventory and repair records; provides clearance for invoice payments.

PRINCIPAL ACCOUNTABILITIES, cont'd:

8. Serves as the departmental representative on campus committees to provide input regarding computer hardware and software.
9. Serves as a liaison between the College and other State agencies as assigned (e.g. DTI, PHRST, etc.). Serves as the College Information Security Officer (ISO) as assigned. Provides technical support to the Vice President and Campus Director and/or the President for annual presentations as assigned.
10. Hires, trains, evaluates and supervises employees as assigned.
11. Writes reports and maintains a budget as assigned.
12. 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 the concepts, methods, and techniques of the full range of system analysis to include information needs analysis, requirements analysis, and design alternative analysis.
- ◇ Knowledge of PC operating systems, e.g., Windows, MAC, Linux, including software and hardware, and their configurations.
- ◇ Knowledge of iOS operating systems and other mobile platforms.
- ◇ Knowledge of the Internet, e.g., SMTP, 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 database management system concepts, including relational databases.
- ◇ 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 and vendors.
- ◇ Ability to write clear, concise, and informative reports.
- ◇ Ability to train lower level employees.
- ◇ Ability to effectively manage and coordinate staff efforts in planning and implementation of information systems projects and to manage multiple projects simultaneously.
- ◇ Ability to understand database structures and utilize complex system utility software.
- ◇ Demonstrated ability to work independently as well as part of a team.

MINIMUM QUALIFICATIONS:

- ◇ Associate's degree in a computer related field or equivalent combination of education and experience.
- ◇ Minimum of 2 years of professional experience supporting PC hardware, software, and operating systems within a networked environment.
- ◇ Minimum of 2 years of hands-on experience with the installation, configuration, and use of commercial "off-the-shelf" desktop software and hardware.
- ◇ MCP, A+, or Net+ certification is preferred but not required.