

# CLASSIFICATION SPECIFICATION

## Information Technology Technician I

FT/PT Class Code: 5096, 5596      Pay Grade: B/C 07      FLSA: Non-Exempt      Rev. 07/01/15

**SUMMARY STATEMENT:** An incumbent is responsible for assisting higher level technicians with the basic installation, maintenance, and troubleshooting of computers and computer software.

### **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 assisting higher level technicians with: installing and maintaining computers and computer peripherals, installing related software, installing computer communications wiring, and providing technical support for users.

### **PRINCIPAL ACCOUNTABILITIES:**

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

1. Assists with the installation and configuration of on-site computers, upgrades, and peripherals, e.g. printers, hard drives, CD-ROMs, PC boards, etc. Assists with installing various computer software packages.
2. Troubleshoots routine computer hardware and software problems. Communicates with users to determine the exact nature of the issue. Makes repairs when possible and refers unresolved problems to supervisor.
3. Assists with installing wiring for campus communications networks according to industry standard techniques.
4. Assists in providing technical assistance to faculty, staff and students as needed.
5. Maintains work order records and other necessary documentation to provide historical reference of recurring problems.
6. Maintains computer equipment inventory, uses databases to track software acquisition and license information, and provides backup purchasing support as assigned.
7. Performs other related duties as required.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- ◇ Knowledge of computer hardware and software.
- ◇ Knowledge of the policies and procedures relating to College information systems.
- ◇ Skill in installing hardware and software.
- ◇ Skill in troubleshooting hardware and software problems.
- ◇ Ability to determine feasibility and application of new technological developments to existing operations.

### **KNOWLEDGE, SKILLS, AND ABILITIES, cont'd:**

- ◇ Ability to read and comprehend technical manuals, schematics, and diagrams.
- ◇ Ability to communicate effectively both orally and in writing.

### **MINIMUM QUALIFICATIONS:**

- ◇ High school diploma or GED.