IT Support Technician III (0754)

Basic Purpose/Job Function: Performs computer, network, and/or telecommunications operations in the support of an office, small department or small to medium work group. May be a part of a larger work group or project team. Tasks normally are routine at the lower level of this grade such as operation of a computing system, operating and scheduling use of peripheral equipment (printers, scanners, etc.) to best utilize computer resources. At the mid to upper level of this grade non-routine tasks, such as identifying source of trouble when equipment malfunctions, problem-solving, documenting and making recommendations for how to proceed, or actually repairing the system, are expected. Tasks require good organizational skills and the exercise of discretion and initiative to determine proper course of action while following ethical standards and using best practices.

Examples of Titles Replaced: Computer Console Specialist III; Computer Lab Specialist; Departmental Computer Specialist II; Production Control Specialist III; Programmer II

Typical Functions May Include:

1. Demonstrating a working knowledge of moderate to complex computer and/or network hardware/software applications
2. Understanding and being able to execute and apply a set of comprehensive instructions for installing, configuring, upgrading, testing, and troubleshooting computer-related and/or network systems
3. Performing preventative maintenance of equipment as prescribed by established procedures or according to best practice
4. Helping users who report that remote workstations are not functioning appropriately to identify and correct problem, including asking questions to determine actual information needed
5. Reporting failures in equipment to appropriate repair agency and being able to escalate according to standard problem-solving procedures
6. Making recommendations to supervisor/team members/manager on the implementation or revision of operating procedures to improve performance and utilization of equipment
7. Understanding network hardware and related communication protocols enough to report trouble and may be able to troubleshoot and keep network functioning
8. Being able to adhere to departmental service and troubleshooting procedures and carry out a departmental information technology support plan
9. May make recommendations for correcting problems
10. May troubleshoot computer and interfaced and related technology software/hardware problems and initiate some repair
11. May read and understand schematics and technical drawings
12. May develop, maintain, and update documentation and/or a departmental web site
13. May perform some database administration and database programming including the ability to create reports, develop, and maintain queries
14. May perform graphics design and editing
15. May serve as lead operator on assigned shift
16. May be in a trainee position learning some basic programming
17. Performing other related duties as assigned
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Risk Management: Uses established safety practices to protect health and safety of personnel (including those supervised) and property. If supervises or serves as the lead, ensures that personnel supervised are informed of and adhere to established health and safety practices associated with assigned tasks.

Supervision of Others: May serve as lead operator on assigned shifts and may be responsible for the training of new personnel.

Supervision Received: Receives general to limited supervision from Manager or higher-level IT Support Technician. Employee may identify and recommend action to be taken in handling all but unusual cases.

Minimum Qualifications:
- **Education**: High School diploma or GED and some College or Vo-Tech
- **Experience**: 12 - 24 months

Skills: Uses tools and equipment with little assistance; reads and interprets moderately complex written or printed materials; demonstrates better than average use/knowledge of addition, subtraction, multiplication and division; knowledge and use of internet, databases, networks, and operating systems is moderate to high; able to give and/or receive oral and/or written instructions in clear, precise language; able to train users on office productivity tools, including scheduling, email and word processing; performs record keeping operations that may require automated logging in journals; demonstrates strong organizational skills; demonstrates strong communication skills - ability to communicate effectively with the entire campus community including faculty, staff and students; able to work under pressure and meet deadlines; able to work independently on a normal basis or in groups with minimal direction; able to know how and where to find information to complete projects; identifies and makes recommendations for needs of users; willing to adapt to and learn new skills and new ways of moving forward; performs oral or written tasks requiring knowledge of grammatical structure, vocabulary and formats; able to distinguish hardware/software programs/applications; willing and able to share ideas and knowledge; adaptable to changing priorities and able to move into new situations with guidance; assesses needs of organization and own area; aware of best practices and technology standards and alternatives within area of expertise; resourceful and encourages others; seeks training opportunities to develop new skills; able to use technology to solve problems effectively and efficiently; demonstrates safe practices and compliance with applicable workplace regulations.
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- **Special Requirements**: May perform shift work; may require some travel; may be required to bend, lift, stoop, carry equipment; may be required to carry equipment up to 50 lbs.; may have constant exposure to load noises; may be exposed to extreme temperature changes and an outdoor environment; may run errands between campuses and around campus; may be required to drive; may require ability to distinguish colors – wires, monitors, other electrical equipment; may be required to take assessment tests for advancement; may be required to have driver’s license and background checks before and during employment; may be required to test for drugs and take a physical.

- **Licenses**: Determined by the nature of the position and/or department.

- **Certifications**: Determined by the nature of the position and/or department.

Minimum requirements may be met by an equivalent combination of education and experience, unless otherwise designated in writing by the department. Departments are responsible for site-specific job descriptions.