IT Support Technician II (0753)

Basic Purpose/Job Function: Performs technically skilled computer, network, and/or telecommunications operations. Responsibilities include routine tasks in support of computing and/or network systems, such as: operating and maintaining computer, network, and peripheral equipment (printers, scanners, etc.), scheduling use of equipment to best utilize computer resources, tracking operational statistics, as well as non-routine tasks such as identifying source of trouble when equipment, software, or system malfunctions. Tasks require good organizational skills, the exercise of some discretion, and the ability to determine proper course of action or appropriate contact person while following established standards.

Examples of Titles Replaced: Computer Console Specialist II; Computer Lab Assistant; Computer Network Technician; Computer Systems Support Specialist; Departmental Computer Specialist; GIS (Geo-Information Systems) Technician; Help Desk Assistant; Production Control Specialist II; Programmer I; User Support Programmer

Typical Functions May Include:

1. Understanding and carrying out a comprehensive set of instructions for using, operating, loading, maintaining, and troubleshooting computer and/or network tools, software, and hardware
2. Commanding general to moderate knowledge of how computers and networks work
3. Performing necessary cleaning and maintenance of equipment, facilities, tools, and workplace environment
4. Performing standard and preventative maintenance of equipment as prescribed by established procedures
5. Assisting with routine support tasks such as restarting the computer after power outages, performing backups, configuring and upgrading standard desktop software, installing, testing, and troubleshooting network connections
6. Answering phones, assisting with routine hardware/software questions, and documenting frequently asked questions
7. Using, training others on use of, and troubleshooting standard desktop productivity software applications including: word processors, spreadsheets, database applications, email, web browsers, and business presentation software
8. Entering data, insures accuracy, and maintains other automated information
9. Helping users who report that remote workstations are not functioning appropriately to identify and correct problem and asking questions to determine actual information needed
10. Reporting failures in equipment to appropriate repairperson or agency
11. May develop, maintain, and update documentation and web pages from a specific set of instructions
12. May maintain databases and log files under direction
13. May generate standard reports
14. Performing other related duties as assigned

Risk Management: Uses established safety practices to protect the health and safety of personnel and property.

Supervision of Others: Has no regular supervisory responsibility but may assist in training and mentoring new personnel.
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Supervision Received: Receives general supervision from a higher-level information technology employee and/or manager. Employee is expected to follow standard practices.

Minimum Qualifications:

- **Education**: High School diploma or GED
- **Experience**: 6 - 18 months
- **Type**: Office/clerical; computer; word processing; keyboarding
- **Skills**: Uses tools and equipment in a manner requiring some training or instruction; reads and interprets written or printed materials with little to minimal guidance; addition, subtraction, multiplication and division; performs oral or written tasks requiring knowledge of grammatical structure, vocabulary and formats; knowledge and use of standard desktop software productivity applications including: word processing, spreadsheets, database applications, email, web browsers, and business presentation software; internet exploration and use; normal assignments are routine requiring few deadlines; ability to work independently with specific guidelines or as part of group assigned to routine tasks; ability to communicate effectively with the entire campus community including faculty, staff, students and higher level personnel; ability to build a web-page with little help or instruction; willingness to adapt and learn new skills, accept new assignments, and ways of moving forward; understands different operating environments and able to distinguish hardware/software programs; willingness and ability to share ideas and knowledge; aware of current technologies and identifies technology needs with management input; actively contributes as a member of working/project teams to achieve results; actively listens and tries to understand what others have to say; can summarize, document, and report accurately; recognizes and develops needed skills; demonstrates safe practices and compliance with applicable workplace regulations.
- **Special Requirements**: May perform shift work; may be required to travel – normally day trips; may be required to bend, lift, stoop, carry equipment; may be required to carry equipment up to 50 lbs. occasionally; 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 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.