IT Support Technician I (0752)

Basic Purpose/Job Function: Performs computer, network, and/or telecommunications support operations. Tasks are normally routine such as technology-support based functions, including: answering basic help desk questions, using standard software, tools, and instruments, entering data, operating peripheral and test equipment, and responding to other computer and network operations needs. Tasks require good organizational skills and the exercise of some discretion and ability to ask the right questions to determine proper course of action while following oral, written, and/or verbal established standards.

Examples of Titles Replaced: Computer Console Specialist I; Computer Operator; Computer Trainee; Production Control Specialist I

Typical Functions May Include:

1. Understanding a standard set of instructions for operating, testing, maintaining, and troubleshooting computer and network software, hardware, and tools
2. Commanding general knowledge of how computers and networks work
3. Performing necessary cleaning and maintenance of equipment as prescribed by established procedures
4. Assisting with routine support tasks such as restarting the computer after power outages
5. Answering phones and assisting with routine hardware/software questions
6. Entering data and maintains automated information
7. May perform clerical functions in association with other tasks that may include: some bookkeeping; training and travel arrangements; invoicing; low-dollar purchasing, and meeting support, etc.
8. Able to effectively use, standard desktop productivity software applications including: word processors, spreadsheets, database applications, email, web browsers, and business presentation software
9. May serve as apprentice or trainee at this level
10. May maintain and update documentation and web pages from a specific set of instructions
11. 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. May train others in similar positions.

Supervision Received: Receives general supervision from higher-level information technology support technician or a manager. Employee is expected to follow standard practices.

Minimum Qualifications:

- **Education**: High School diploma or GED
  - **Type**: Office/clerical; computer; word processing: keyboarding

- **Experience**: 0 - 9 months
  - **Type**: Office Assistant, keyboarding; customer service; computer related/software/help desk
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- **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; demonstrates working knowledge of addition, subtraction, multiplication and division; performs oral or written tasks requiring knowledge of grammatical structure, vocabulary and formats; demonstrates working knowledge and effective use of standard desktop software productivity applications including: word processing, spreadsheets, database applications, email, web browsers, and business presentation software; 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; willingness and ability to share ideas and knowledge; willingness to adapt and learn new skills and accept new tasks and ways of moving forward; ability to understand and explain common computing or information technology concepts and terminology; demonstrated understanding of the standard technology and systems in place with the ability to support and operate this technology; meets standards for workplace courtesy and respect. Generally responds positively to service requests; demonstrates safe practices and compliance with applicable workplace regulations; keeps pace with the workflow and meets performance expectations.

- **Special Requirements**: May perform shift work; 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; ability to distinguish and troubleshoot hardware/software programs; 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.