Information Technology Technician I (2526)

**Basic Purpose/Job Function:** Providing technical support and troubleshooting for network and computer equipment, including peripherals and other related equipment; actively contributing as a member of workplace teams to achieve desired results.

**Examples of Titles Replaced:** Network Specialist; Communications and Network Specialist

**Typical Functions May Include:**

1. Completing fundamental computer operation and configuration
2. Monitoring and troubleshooting network problems using basic network diagnostic tools
3. Performing fiber optic cable construction and installation and unshielded twisted pair cable installation to required standards
4. Testing and certifying network and computer equipment to required installation standards
5. Maintaining, reviewing, and updating network maps, schematic drawings, system logs, and related documentation.
6. Using various operating systems, software, and office productivity tools
7. Assessing needs of organization and own area
8. Installing data communications networking equipment
9. Providing technical and field support for an approved network architecture
10. Assisting departments in the documentation and maintenance of networks
11. Documenting, reviewing, and executing trouble-tickets and work orders accurately
12. Following departments established business processes
13. Providing excellent customer service
14. Performing other related duties as assigned

**Risk Management:** Uses established safety practices to protect the health and safety of personnel and property. Adheres to University computing policies and follows recognized information security practices to protect the integrity of University systems and the network.

**Supervision of Others:** May supervise a small staff.

**Supervision Received:** Receives general supervision from designated supervisor.
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Minimum Qualifications:

**Education:** Bachelor's Degree  
**Type:** Determined by department

**Experience:** 0 - 24 months  
**Type:** Hardware/software support; network design & implementation

- **Skills:** Demonstrated oral and written communication skills. Demonstrated good organizational and decision-making skills. Ability to effectively use at least one software/system design application. Basic knowledge of specialty area, with limited ability to integrate and coordinate elements of that area of expertise. Ability to work and learn independently and embrace change.

- **Special Requirements:** Frequent exposure to pressure caused by deadlines and busy periods; requires minimum travel; requires contact with other departments and university officials

- **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.