

**MONTGOMERY COUNTY GOVERNMENT  
ROCKVILLE, MARYLAND  
CLASS SPECIFICATION**

**Code No. 000556  
Grade 16**

**INFORMATION TECHNOLOGY TECHNICIAN II**

**DEFINITION OF CLASS:**

This is developmental level technology support work performing a variety of tasks such as: operating, monitoring or maintaining hardware both in a central computer center or specific department environment; writing computer code related to hardware operations (JCL); installing equipment and software packages; preparing a wide array of reports; assisting in installing, customizing and maintaining operating and network system hardware and software; assisting in troubleshooting and resolving complex computer operating system problems; responding to customer service requests; maintaining program menus; maintaining system access and security codes; assisting in the development of disaster recovery capability; providing LAN support; operating a help desk; providing support in database management functions; performing process and operational analysis functions; and maintaining and updating web pages. Contacts are usually with others within the organization or other parts of the government who are requesting assistance with technology operational issues or problems. Contacts can also be with vendor representatives to discuss specific characteristics of products and services. The work involves providing limited service and assistance to the public.

An employee in this class possesses specialized skills in a wide range of technology support work in specific software packages, JCL, hardware or a particular operating system. At this level the worker proceeds on his or her own with routine work assignments, but the supervisor provides specific instructions for new, difficult or unusual assignments. At this level, specific objectives, priorities and guidelines are provided, but the employee uses judgment in selecting and applying the appropriate method for performing the work. The duties involve a variety of processes and methods, and require analysis to choose a course of action. The work supports the information technology function in a department/agency. An incumbent assures that the necessary technology infrastructure support is provided to individuals, groups of individuals, agency specific programs, or in some cases, applications that cut across the government. The impact of the work performed can have an impact on the daily operations of a unit, branch, division, office, or department in assuring that essential systems and applications are fully functioning during government operations. Service delivery is critical in maintaining system operation, and the ability to quickly assess technology issues and provide solutions is critical to success. The work involves minimal exposure to hazards. The work of some employees can be performed in a rotating shift operating environment. Employees are required to lift and carry boxes, equipment, and other items weighing as much as 50 pounds, and bend or stoop to connect equipment to floor jacks.

**EXAMPLES OF DUTIES: (Illustrative Only)**

- Serves as the first point of contact for support to government agencies for local area network operational issues including terminal malfunctions, connectivity issues and other operational issues. Quickly addresses daily operational issues identified by end users, identifying the problem and taking the necessary corrective action, either on own initiative or with higher level specialists.

- Operates, maintains and monitors computer equipment in a multiprocessing environment. Resolves operational problems with stand alone mainframes, peripheral equipment such as high-speed printers. Initiates daily backup routines.
- Provides assistance and support to individuals or a group of technology specialists. This assistance and support can include writing programs, testing new applications or software packages, preparing reports, collecting data, or writing code to modify an existing operating system in order to satisfy the needs of a particular end user.
- Provides assistance in the development of new system requirements or specification requests for technology procurements. Works with technology specialists in the conduct of research on the capabilities of various systems including hardware, operating system environment, user support, applications, etc. Systems researched can include small to large applications as well as systems that support an activity, program or government wide application.
- Provides assistance and support in the development, maintenance and monitoring of web pages. Makes recommendations of enhancements to web packages based on direct interaction and feedback from users.
- Provides assistance and conducts studies in the technology security arenas. Based on standard approaches and applications, randomly conducts security checks on operating systems within an agency or department.
- Assists in the writing of systems documentation in support of computer applications. Written documentation includes new systems requirements, modifications to existing systems, changed requirements of system updates, and new versions of software applications.
- Works in a computer center environment and monitors computer systems operations to help assure uninterrupted operating of mainframe computers, high-speed printers, and other equipment commonly found in a computer center environment.
- Performs other computer system support such as data entry and verification, assembly and preparation of computer programs for processing and the review of output for accuracy and completeness.
- Maintains a wide range of computer operations supplies including forms, tapes, disks and other items in support of computer operations.
- Works with vendors to resolve basic operational issues with computer equipment.
- Performs related duties as required.

### **CORE COMPETENCIES/ KNOWLEDGE, SKILLS AND ABILITIES:**

#### **Technical Competencies (An incumbent possesses competency in one or more of the technical areas below):**

- Basic competency in/knowledge of operating systems, including a basic understanding of desktop applications, database management, help desk operations and troubleshooting, user training/support, LAN support, departmental programs, server administration, network administration, systems design, emergency control center, and mainframe operating systems and their applications in order to assure continual, uninterrupted operation of computer systems and equipment.
- Basic competency in /knowledge of computer languages, including knowledge of program menus, project planning and evaluation, program development, systems application development, management reporting, web development/maintenance, software/hardware support, troubleshooting, program support, strategic planning, network management, training and emergency control center. Some positions in this class may require the knowledge of mainframe computer operation and/or job

control language and ROSCOE in order to initiate certain operational requests, standard reports and other applications associated with computer operations.

- Basic competency in/knowledge of information systems/network security methods, including plan network implementation, system security, training, mainframe use, network administration, systems analysis, emergency control center and RFP development, for ensuring, protecting and resolving the security of information systems and network services.
- Basic competency in technology applications to conduct research and development activities to plan, implement and administer new technologies.
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### **General Competencies**

- Ability to operate a variety of computer systems and peripheral equipment in order to resolve a wide range of operational problems.
- Ability to work with clients and customers with courtesy and tact to satisfy their expectations.
- Ability to communicate effectively in English, both orally and in writing.
- Ability to identify problems, use creative thinking and sound judgment to generate and evaluate alternatives, and to make recommendations or decisions regarding proper course of action.
- Ability to quickly adapt to change.
- Ability to cooperatively work as a member of a team.
- Ability to plan work, set well-defined and realistic goals, to evaluate and monitor progress, and to effectively manage time.
- Ability to attend meetings or perform other assignments at locations outside of the office, if necessary.
- Some positions may require the ability to key both alpha and numeric data at an average keystroke rate of 10,000 keystrokes per hour.

### **MINIMUM QUALIFICATIONS:**

**Experience:** Two (2) years of experience related to the position providing data processing/technician and support services to technology users or technology specialists.

**Education:** Completion of high school or High School Certificate of completion recognized in the State of Maryland. Certifications in specific hardware, software or other technology related matters may be necessary depending on the duties of the position.

**Equivalency:** An equivalent combination of education and experience may be substituted.

**Physical Abilities:** Ability to lift boxes containing computer support items and equipment such as printers, computers, modems and monitors up to 50 pounds.

**LICENSE:** None.

### **PROBATIONARY PERIOD:**

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period. Continuation in this class will be contingent upon successful completion of the probationary period.

**MEDICAL EXAM PROTOCOL:** Core Exam.

**Class Established:** July, 2001  
**Revised:** April, 2010  
August, 2013  
September, 2014