INFORMATION TECHNOLOGY TECHNICIAN I

DEFINITION OF CLASS:

This is entry level technology support work performing tasks such as: learning to write computer code; assisting in installing equipment and software packages; preparing reports; testing software; preparing basic test data and test programs; verifying and reconciling data output; monitoring data requests; troubleshooting and resolving routine computer operating system problems; operating a mainframe computer; and providing support and assisting with the design and development of databases and system analysis functions. Contacts involve all levels of employees inside or outside of the organization primarily for the purposes of exchanging information. The work involves providing limited service and assistance to the public.

Employees in this class are trainees who assist others by doing routine, non-specialized and repetitive tasks that do not require more specialized skills, and may provide support to a team of technology specialists or experts, or work with other technology technicians. Incumbents of this class provide a wide range of assistance and support to higher level technicians, technology specialists and experts and they may have specific skills in a particular piece of equipment, JCL, software package, lower level programming languages or a particular operating system unique to an agency or activity. An employee performs recurring assignments independently; however, new assignments or difficulties arising in assignments are referred to the supervisor for assistance and guidance. 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 work is designed to train and familiarize the incumbent with the processes of the occupational field, and to reinforce and supplement previous experience and education so the employee can carry out progressively more difficult and responsible tasks. 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. 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 operational issues associated with peripheral equipment including printers. Documents operational issues and refers issues to higher level technicians or specialists for resolution.
- Assists in the operation, maintenance and monitoring of computer equipment in a multiprocessing environment.
- Assists and supports individuals or a group of technology specialists. This assistance and support can include troubleshooting, writing basic/routine programs, testing new applications or software

packages, preparing reports, collecting data, writing simple code to modify an existing operating system in order to satisfy the needs of a particular end user.
- Collects and records a wide range of data concerning computer operations and applications. The information collected may be used in support of various grants.
- Writes reports based on monitoring activities of specific computer applications.
- Helps develop, maintain and monitor web pages. Provides support to end-users.
- Helps write systems documentation in support of computer applications. Written documentation includes new systems requirements, modifications to existing systems, and new versions of software applications.
- Works in a computer center environment and monitors computer systems operations to help assure uninterrupted operation 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 simple or 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.

General Competencies
- Ability to operate a variety of computer systems and peripheral equipment in order to resolve basic 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 concerning proper course of action.
- Ability to quickly adapt to change.
- Ability to cooperatively work as a member of a team.
- Ability to plan work, to set well-defined and realistic goals, to evaluate, and to 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: One (1) year of experience related to the position providing data processing/clerical support activities in a technology or office environment.
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 might be necessary depending upon the duties of the position.
Equivalency: An equivalent combination of education and experience may be substituted.
Physical Ability: 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
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