

## 8250

### INFORMATION TECHNOLOGY TECHNICIAN

#### **NATURE OF WORK:**

Under close supervision, performs entry level client technologies technical support in the Office of Technology of the Department of Administration. Responds to and resolves customer information technology problems and requests by telephone, electronically or on-site. Responsible for first level software, hardware and network support. Diagnoses and resolves problems using established procedures, checklists or scripts. Enters call data into tracking system. Refers problems to a higher level technical support professional when necessary. Orients new users to the computing environment consistent with the level of expertise and assigned responsibility. May configure and install desktops, laptops, handhelds, and peripherals such as printers. May install and configure application and operating system software and upgrades consistent with the level of expertise and responsibility. Orients new users to the computing environment. Work requires effective problem-solving and customer service capabilities. Work may be performed in a team environment. Employees may be required to achieve Office of Technology approved information technology certifications related to assigned field within an established time period as a condition of employment or advancement. Travel to user work sites is required. Performs related work as required.

#### **EXAMPLES OF WORK:**

Communicates with customers to gain a full understanding of reported problems and service requests; documents problems and requests in call tracking system.

Troubleshoots and restores technical service and equipment operation by analyzing, identifying and diagnosing faults and symptoms using established procedures, checklists and scripts.

Maintains knowledge database and tracking database to enhance quality of problem resolutions.

Complies with software licensing requirements and restrictions; complies with established practices and procedures and promotes security awareness when necessary.

Maintains accurate on-line inventory of selected client assets, including user assignments for billing purposes.

Prioritizes and reports work assignments through appropriate change, problem, asset and project management applications.

Responds to and corrects network and IP phone deployments and repairs as required.

May install and configure application and operating system software and upgrades; may configure and install desktops, laptops, handhelds and peripherals as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of information technology systems, equipment, concepts and methods.

Knowledge of COTS and custom software.

Knowledge of LAN and WAN operation and principles.

Ability to use, diagnose and restore desktops, laptops, handhelds and other client computing devices.

Ability to effectively diagnose and resolve software, hardware and network problems at the required level.

Ability to understand the interrelationship between different information technology specialties.

Ability to communicate effectively, orally and in writing.

Ability to explain information technology terms, concepts and operating processes to users with a wide variety of information technology understanding.

**MINIMUM QUALIFICATIONS:**

**Training:** Graduation from a standard high school or the equivalent, plus one WV Office of Technology approved information technology certification.

**Experience:** Two years of full-time or equivalent part-time paid experience installing, supporting and troubleshooting computer hardware, software and/or network connectivity.

**Substitution:** Associate's or Bachelor's degree from a regionally accredited college or university in computer science, computer information systems, information technology, computer engineering, electronics, network engineering or closely related field may substitute for the training and experience.

Established: 5/15/2008

Title Change: 3/8/2011

Revised: 3/8/2011, 11/27/12

Effective: 11/27/12