INFORMATION TECHNOLOGY ASSOCIATE

NATURE OF WORK

Under close supervision, performs in an entry level capacity in a variety of information technology disciplines within the Office of Technology. Through training and rotational assignments, seminars and team projects, acquires familiarity with the information technology systems, hardware, procedures and protocols for a variety of computing environments. Work assignments become progressively difficult, designed to lead to a functional assignment in areas such as client service technologist, networking, voice technology, information security, application support, project management, information technology procurement or other information technology related disciplines. Performs related work as required.

EXAMPLES OF WORK (Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned)

Participates in formal and informal training assignments, special projects and seminars in the various specialty areas in information technology.

Acquires developmental knowledge, skills and abilities in one or more information technology functional or specific areas.

Assists in troubleshooting, repair, configuration and deployment of PCs and peripheral equipment.

Assists in troubleshooting and repair of a variety of network services and systems.

Assists in configuration and deployment of infrastructure switches and IP telephones.

Assists in the support of infrastructure applications.

Assists in the support of servers, storage or directory services.

Assists in development of IT policies and procedures.

Assists in monitoring and reporting of IT Security Systems.

Assists in development, monitoring or support of IT projects.

Assists in evaluating hardware or software procurement requests; researches alternative hardware or software for system enhancements.

Assists in the development and writing of training manuals; assists in the presentation of training programs.

Tests hardware or software systems in a lab environment.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of general information technology concepts, methods and equipment usage.

Knowledge of personal computers, laptops, PDAs and other client computing devices.

Knowledge of local area networks (LAN), wide area networks (WAN) concepts and standards.

Knowledge of current commercial off-the-shelf software applications such as word processing, spreadsheet, database and e-mail.

Ability to understand the interrelationships between different information technology specialties.

Ability to learn to problem solve, including basic troubleshooting for first level hardware and software support issues.

INFORMATION TECHNOLOGY ASSOCIATE (CONT'D)

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (cont'd):
Ability to research complex technical issues, draw conclusions and make recommendations based on the research.
Ability to learn to present ideas in a clear, concise format using narrative statements and logic diagrams.
Ability to establish and maintain effective working relationships with information technology personnel and user agency personnel.
Ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS
TRAINING: Bachelor's degree from an accredited four-year college or university in computer science, computer information systems, computer information technology, computer engineering, or related information technology field. In rating applicants extra credit to be given to those with a Master's degree in one of the above fields or to applicants that have completed a state sponsored internship.

Established: 3/15/07
Effective: 4/01/07