

IT Infrastructure Support Technician

Purpose of Class: Performs work in one or more of the following information technology areas: hardware/software support, network support, systems administration, research, procurement, and/or training.

Distinguishing Characteristics

Level: First in a series of four

Work Direction Received: Works under close/general supervision

Direction of Others: None

Scope/nature of Discretion: Limited discretion; performs duties and exercises some independence within well-defined boundaries

Examples of Duties

Hardware/Software Support

- Assembles and tests equipment, including peripherals
- Repairs equipment with direction
- Performs preventive maintenance
- Conducts limited site inspections/reviews
- Maintains hardware/software inventory
- Investigates hardware and software problems
- Prepares related paperwork (e.g., logs and purchase orders) for purchase requests approval
- Installs hardware/software upgrades
- Provides assistance to end users
- Installs software products
- Provides minimal VM/CMS user support
- Provides minimal Help desk activities

Network Support

- Installs, maintains, and repairs cabling
- Troubleshoots data communications problems
- Installs network components (hubs/cau/mau)

System Administration

- Loads software products
- Performs systems back-ups
- Maintains user access (IDs authorization)
- Sets up new clients
- Assists in maintaining system logs

Examples of Duties (continued)

Research

- Searches for information on assigned hardware/software

Procurement

- Completes purchasing paperwork as directed
- Receives ordered hardware/software

Training

- Provides one-on-one assistance on use of hardware/software

General

- Acts as liaison with hardware maintenance vendor
- Collects and summarizes network operation data
- Provides on-call support (limited during off-hours)
- Travels as required
- May enter data
- Assists with the enforcement of the Acceptable Use Policy
- Maintains regular and reliable attendance.

Minimum Qualifications

High school diploma or equivalent and one year of experience related to the essential functions of the position. Any equivalent education and/or work experience may be substituted in order to meet the minimum qualifications of the position.

Knowledge and Abilities

Knowledge

- Computer hardware and software
- Applications and user systems
- Peripherals
- Computer assembly
- LAN inter-networking principles and protocols

Abilities

- Communicate, both orally and in writing, information/ideas to others
- Read, listen, and understand written/oral communication from others
- Reason deductively: apply general rules to specific problems to come up with logical answers
- Reason inductively: combine separate pieces of information or specific answers to problems to form general rules or conclusions
- Efficiently shift back and forth between two or more activities/sources of information
- Install, maintain and repair cabling
- Troubleshoot data communication problems
- Provide assistance to end users
- Recognize and identify degree of similarities/differences between individual characteristics
- Concentrate without distraction while performing a task over a period of time
- Exert maximum muscle force to lift, push, pull or carry objects weighing up to 50 pounds

Abilities (continued)

- Stoop, kneel, crawl, crouch and endure prolonged standing
- Move hands, feet and/or fingers easily and skillfully to manipulate small objects rapidly and accurately in accordance with visual stimuli
- Train individuals who have minimum knowledge of computers
- Present information/train others
- Maintain systems documentation
- Inspect products
- Maintain/repair equipment
- Install hardware/software