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

Minimum Qualifications

High school diploma or equivalent and two one-years 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 in troubleshooting as well as the implementation of appropriate operating systems and network components, or, postsecondary coursework in computer science.

Knowledge and Abilities

Applicants will be screened through written, oral, performance, and/or other evaluations for the following:

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
Abilities (continued)

- 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
- 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