

Classification Specification

INFORMATION TECHNOLOGY TECHNICIAN

Date Prepared: November 2016

FLSA Status: Non-Exempt

Date Revised:

SERIES CONCEPT

The Information Technology (IT) Technician is an entry-level classification of the IT series, which includes: IT Manager, IT Network Analyst, IT Specialist, and IT Technician.

GENERAL DESCRIPTION

This entry-level Information Technology position provides an initial level of contact for solving IT problems. Receives requests for help via telephone, email, walk-up, or other means, and assists TRPC staff and the public with solving basic system problems. The position provides immediate verbal or written instructions on how to resolve software technology problems, communicates directly with customers, and provides other technology based services offered through the Information Technology department. The position uses a blend of customer service and technical skills to assist agency employees and the public. If unable to resolve problems, this position will escalate issue to higher level IT staff for resolution.

This classification works under supervision.

ESSENTIAL JOB FUNCTIONS

- Provides initial troubleshooting of customer technical problems with the goal of immediate problem resolution. This initial and prompt technical troubleshooting allows the problem to be fixed immediately or escalated to higher level IT staff for resolution.
- Works directly with customers to receive and process requests for technical help from staff and the public. This direct contact with customers allows problems to be identified faster and appropriate technical resources to be assigned.
- Monitors and documents service requests for technical help.
- Updates Help Desk technical support documentation including Standard Operating Procedures and work instructions so that knowledge is shared among IT staff. This will allow for timely troubleshooting and ensure that staff requesting help get back to work more quickly.
- Communicates with customers after tasks are completed to ensure the service delivery results were satisfactory, efficiently delivered, and consistent with TRPC policies and procedures.
- Tracks workloads, reassesses tasks frequently, and adjusts priorities as needed to successfully balance IT staff time between routine duties, addressing priority tasks, and performing specific assignments so that customer requests are effectively prioritized based on need, and IT staff time is used efficiently.
- Ensures TRPC data is kept secure and confidential.

OTHER JOB FUNCTIONS

May also perform other IT work and related duties assigned under direction and supervision of higher level IT staff.

DISTINGUISHING FEATURES

This entry level position provides the initial point of contact for solving IT problems.

WORKING CONDITIONS

Work is performed indoors in an office environment. The ability to lift computer components, move furniture, work in tight spaces or on ladders is occasionally required. Must maintain a level of physical and mental fitness

EDUCATION & EXPERIENCE

EDUCATION – MINIMUM:

Bachelor's or Associate's degree in computer science or related field or equivalent combination of education and experience.

EXPERIENCE – MINIMUM:

One year of experience in Information Technology.

PREFERRED:

Customer service and issue tracking skills.

OR SUBSTITUTING

Any demonstrated combination of experience and education that provides the applicant with the required knowledge and abilities.

KNOWLEDGE AND ABILITIES

Knowledge of:

- Microsoft Office Suite
- Web Browsers and Web Applications
- Adobe Acrobat
- Microsoft Windows
- Desktops, Laptops, Mobile Devices, and Related Applications
- Wired and Wireless Networking
- Data Management and Protection
- Cybersecurity
- Cloud Computing
- Mobile Computing
- Remote Access
- VOIP Telephone Systems
- Networked Printers and Copiers Administration
- Power Management

Ability to:

- Stay up to date with rapidly evolving information technology.
- Use innovative and creative approaches to problem solving.
- Work and assist staff and customers of every skill in a supportive, courteous manner and provide excellent customer service.
- Communicate in a clear understandable manner with both non-technical and technical persons and write clear and concise reports including system documentation.
- Collaborate with other staff to ensure delivery of quality services and facilitate work in a group setting.
- Establish and maintain effective working relationships.
- Follow directions from other IT staff.

SPECIAL REQUIREMENTS

Must be willing to work evenings, weekends and holidays, as required.

LICENSES/CERTIFICATES

A current Washington State Driver's License may be required.