


Job Category: 0335
Exc. Qual. Std.: 72
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Director, OIEP
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INFORMATION TECHNOLOGY TECHNICIAN

CATEGORICAL PAY LEVELS:

Minimum Pay Level: 01
Maximum Pay Level: 03

DESCRIPTION OF WORK:

This job category covers information technology support positions that primarily perform assistant, and/or technician work requiring practical knowledge of information technology terminology, procedures, operations, and functions. Technicians typically provide support and augment the work of specialists requiring the application of established methods and procedures; and a practical knowledge, as opposed to a conceptual knowledge, of the techniques and guidelines pertinent to the assignment area. This type of work does not require an understanding of the interrelationships with other IT specialties. They provide support or services to IT specialists involving limited work in one or more specialty areas. Examples of technician work include: monitoring the operation of small networked systems; adding network users; updating passwords; assisting users on installed common software programs; running scheduled backups; troubleshooting minor problems; and responding to less complex user questions. Technicians normally perform straightforward or assist in installation of computers, printers, cabling, networking and/or satellite systems in accordance with technical instructions by managers and specialists.

POSITION TITLES AND LEVEL OF RESPONSIBILITY

Level 01 – Information Technology Technician: Level 01 is the entrance level for technicians, requiring knowledge of basic terminology and processes of IT assistance support. Responsibilities require few choices since majority of the work is routine and straightforward, requiring the execution of simple and/or well-defined functions. These positions work under close supervision of an IT Specialist, who provides technical assistance on a regular and recurring basis. Their assignments are typically designed to equip them with the knowledge and skills to progress to the next pay level.

Level 02 – Information Technology Technician: Level 02 positions perform a full range of technician support work involving application of basic problem solving methods, and knowledge of information technology related standardized processing rules, procedures, methods, and operations. Level 02 may be used as a developmental or full performance level at the school or Education Line Office level wherever such services are required. Technicians at this level normally works under the supervision of an IT Specialist, who

are expected to operate independently within established instructions and guidelines. Specific problems not covered by instructions or standard operating procedures are referred to a supervisor or designated employee for assistance and/or a decision.

Level 03 – Information Technology Technician: Level 03 is the full performance level for IT Technician positions utilizing a knowledge of a comprehensive body of IT policies, procedures, and technical methods. May be used at the school or Education Line Office level wherever such services are required. Level 03 technicians at the schools are responsible for limited specialist support and services with readily available technical assistance of IT specialists at the Education Line Office or Headquarters level. Technicians at this level, independently plans the work; resolves problems; recommends alternative methods to the supervisor; handles problems and/or deviations in accordance with established policies and guidelines; and refers controversial issues to the supervisor for direction.

BASIC EDUCATION AND EXPERIENCE REQUIREMENTS

Level 01 – High school or GED diploma and one year related experience.

Level 02 -- Associate Degree or 60 college semester hours in related field and one year of related experience; OR High School or GED and three years related experience.

Level 03 – Associate Degree or 60 college semester hours in related field and two years related experience; OR High School or GED diploma and five years related experience.

Related experience for Information Technology Technician at the 02 level includes lower level work such as that equivalent to a Level 01 or GS-03 level of difficulty in a technical area. At the 02 level must have practical knowledge of operating systems utilized by the education line office/school serviced. Related experience at the 03 level is in the same areas and equivalent to level 02 or GS-05 or above.

CONDITION OF EMPLOYMENT:

A valid State Driver's license is a prerequisite, if the position requires operation of a motor vehicle in performance of work. Some positions involve work requiring extensive driving between work sites throughout the geographic jurisdiction of the Education Line Office. A valid State Driver's license must be maintained as a condition of employment; failure to do may result in removal from the position.

PHYSICAL REQUIREMENTS

Good distant vision in one eye and ability to read without strain printed material the size of typewritten characters are required, glasses permitted. The ability to hear the conversational voice, with or without a hearing aid, is required. In most instances, and amputation of arm, hand, leg or foot will not disqualify and applicant for appointment, although it may be necessary that this condition be compensated by use of satisfactory prosthesis. In addition, the applicant must possess emotional and mental stability.

The position requires normal physical activity with the work, field travel, and to attendance at meetings and conferences from the duty station. The work also requires lifting hardware and peripheral equipment, and cables.