

INFORMATION TECHNOLOGY SPECIALIST 1

DEFINITION

The Information Technology Specialist 1 (ITS1) assists with analysis, design, implementation, and system management duties for complex computer and network configurations; assists with acquisition and customization of electronic equipment and software as necessary to implement systems and support use of information technology; assists with ongoing support of existing systems; and performs related duties as required.

CLASS CHARACTERISTICS

There are varying levels of complexity connected with the work in this series. Complexity levels relate to the tasks (the work being done) and are based on the factors that influence those particular tasks. These factors include the size, scope and criticality of the environment, the diversity of systems, degree of independence, available guidelines, etc.

This is the entry-level class in the Information Technology Specialist (ITS) series. Positions at this level are distinguished from other classes within the series by entry level of responsibility assumed, knowledge, experience, and complexity.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from assigned management personnel and may receive functional and technical supervision from assigned professional personnel.

EXAMPLES OF DUTIES – Duties may include, but are not limited to the following:

- Provides customer service.
- Assists with research, recommendations, and acquisition of technology products and services.
- Assists with planning, installing, and upgrading of technology products and services following standard procedures.
- Performs administration of technology products and services including establishment of proper access control functions.
- Performs diagnosis and resolution of technology products and services problems.
- Performs necessary support activities outside scheduled work hours as needed to minimize computer, system, and network outages during critical periods.
- Shares on-call duties with other staff members and responds in a timely manner 24 hours per day when problems arise.
- Prepares technical documentation.

- Maintains and improves technical knowledge and customer support skills.
- Shares knowledge and information with management, customers, and co-workers via written and verbal reports, presentations, training, and informal communication.

MINIMUM QUALIFICATIONS

Knowledge of

- Customer service practices.
- Information systems terminology, operations, and procedures.
- Computer components and capabilities.
- Interrelationships between computer systems hardware and software.
- Commonly used applications software (e.g., word processing, spread sheets, data bases, and graphics).
- Data communications hardware, software and equipment components (e.g., Switches, Routers, etc.).
- Data storage concepts and management.
- Testing and troubleshooting techniques and procedures including diagnostics.
- Technical documentation and its preparation.
- Change control and quality assurance processes.
- Principles of project management.

Ability to

- Develop and maintain effective working relationships with customers, co-workers, managers, vendors, and suppliers.
- Participate harmoniously on teams formed to accomplish projects and provide ongoing support.
- Convey technical information simply and clearly, both in speech and in writing.
- Quickly understand complex technical matters and apply technical knowledge in the development of general solutions.
- Acquire new skills and continually update existing skills.
- Maintain awareness of current technology and future technological trends.
- Coordinate a workload that includes multiple assigned tasks.
- Use common application software products including email, word processing, and spreadsheets.
- Develop command language scripts and small programs to automate and customize system processes.
- Assist with diagnosis and resolution of technical problems.

EXPERIENCE AND TRAINING

Training

- Equivalent to a Associate's degree from an accredited college or university with major course work in computer science or a related field.

Experience

- No experience is required.
- An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

Special Requirements

- If required to drive, must be in possession of a valid driver's license at time of application, and a valid Oregon Driver's license by the time of appointment.
- Security Clearance - These positions require a criminal background investigation and, as a condition of employment, security clearance to have and be able to maintain access to the Area Information Records System (AIRS) and/or the Law Enforcement Data Systems (LEDS).