INFORMATION SUPPORT TECHNICIAN
(Non-Exempt Information Technologist I)

Function of Job:
Under general supervision of designated supervisor, perform and execute routine assignments to resolve problems of limited scope; communicate basic information; support department/unit's information technology needs by using professional expertise and department/unit's internal policies and procedures, following clearly defined instructions to determine appropriate action.

Characteristic Duties and Responsibilities:
1. Customer support: respond to clients' information technology problems; resolve problems as assigned, referring complex problems appropriately.
2. Software programming and development: assist in writing, implementing, debugging and testing new application software and in making minor enhancements to existing application software.
3. Software installation and/or maintenance: assist with operating systems; processing, maintaining, and installing vendor supplied application software as assigned; and implementing maintenance modifications to existing application software.
4. Hardware development and/or installation: assist in developing, constructing, and testing technology hardware and hardware configurations and in creating hardware solutions.
5. Hardware maintenance and troubleshooting: use technical manuals, shop guides, and other training and technical references to repair, maintain, troubleshoot, and install information technology hardware.
6. Network infrastructure: support maintenance of network infrastructure and construction of network topologies as assigned.
7. Network traffic control (protocols, routing): perform routine tasks in support of network traffic control.
8. Security including policies and procedures: perform routine duties in support of security, back-ups, resource management, etc.; and assist with operation and maintenance of application software security facilities as assigned.
9. Training and instruction: provide instruction and conduct basic training sessions, which may include training key users in application system functionality.
10. Documentation: assist in preparing software documentation and recommending changes and improvements.
11. Information management (databases, information warehouses): assist in data management, data processing and data analysis, which may include implementation and operational oversight of automated processing schedules, development of calendars, coordination of critical events processing with various application systems, and/or operational maintenance of application software libraries.
12. Resource management (budget, equipment): maintain inventory and license information, order materials, and manage day-to-day operations as required.
13. Project management: supervise specific, defined projects and/or manage daily operations of a project as assigned, which may include development and maintenance of project management information and documentation, such as task lists, charts, specifications.
14. Strategic and tactical planning: act as liaison for department/unit, assisting and advising on improvements in workplace information technology procedures.
15. Skill development - maintaining currency and forecasting: use available resources to maintain and improve skills in area(s) of responsibility.
16. Supervision: supervise student and/or hourly staff as assigned.
17. Perform related duties as assigned.

<u>Minimum Qualifications:</u>
1. Associate's degree and two years of experience, Bachelor's degree, or combination of education and experience equal to four years.
2. Training in two information technology areas and experience with several varieties of computing or programming and office-type applications.
3. Overall computer literacy and computer skills as required by employing department/unit.
4. Effective oral and written communication skills.

<u>Additional Desirable Qualifications:</u>
1. Experience in higher education.

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<u>6/28/04</u>
System Approval

<u>7/1/04</u>
Effective Date

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