



# Information Technology Support Specialist

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
INFORMATION TECHNOLOGY (IT) SUPPORT SPECIALIST I	0228	B14	\$37,144 - \$55,134
IT SUPPORT SPECIALIST II	0229	B16	\$40,918 - \$61,130
IT SUPPORT SPECIALIST III	0230	B18	\$45,521 - \$71,055
IT SUPPORT SPECIALIST IV	0231	B20	\$51,158 - \$81,351
IT SUPPORT SPECIALIST V	0232	B22	\$57,614 - \$93,138

## GENERAL DESCRIPTION

Performs computer systems support work in a help desk setting involving providing first-line assistance for operational problems of agency information technology systems and automated office equipment in a stand-alone, network, or mainframe environment.

## DISTINGUISHING CHARACTERISTICS

The Information Technology Support Specialist job classification series is intended for employees who provide technical assistance and support related to computer systems, hardware, and software in a help desk setting. Employees are typically part of a multi-tiered help desk team. Collectively, these employees are able to take calls/emails from users; troubleshoot and manage relatively simple hardware, software, or network problems; and research and resolve the most difficult and complex problems. In contrast, employees in the Systems Analyst job classification series do not focus primarily on providing technical assistance and support in a help desk setting; rather, employees in that series help agencies use computer technology effectively and efficiently. Those employees develop and implement solutions to complex applications problems, including systems management and integration; improving existing systems; and reviewing system capabilities, workflow, and schedule limitations.

## EXAMPLES OF WORK PERFORMED

Reviews and prioritizes incoming operational issues and requests for technical assistance related to computers, software, and standard office equipment; identifies and logs the type of problem or request; and monitors the status to ensure a timely resolution.

Provides routine technical assistance troubleshooting software and hardware problems, as well as office equipment such as phones, printers, and fax machines; recognizes and escalates difficult problems to a higher level of support.

Provides guidance to employees on installation standards, operating standards, new procedures, and peripheral equipment functions.

Installs, maintains, and performs minor repairs to hardware, software, or information resources equipment.

Detects errors in job control statements and notifies affected parties following established procedures.

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at level V may also perform work listed within the previous levels.*

**Note:** *Factors that may distinguish between entry and journey levels include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related work experience, education, and certifications. Employees at the journey level (level II) may independently perform the full range of work identified within the current or previous levels and may assist others in performing work of greater complexity.*

**IT SUPPORT SPECIALIST I:** Performs entry-level computer systems support work in a help desk setting. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited experience or no experience and spend the majority of their time performing simple to routine work following standard procedures.

**IT SUPPORT SPECIALIST II:** Performs moderately complex (journey-level) technical support work on computer systems and office equipment in a help desk setting. Works under general supervision, with moderate latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard. Employees may assist other staff in performing work of greater complexity. Employees may:

- Perform backups and system cleanup, and assist in the issuing of equipment to staff and the returning of equipment.
- Maintain records of daily data communication transactions, problems, remedial actions taken, and installation activities.
- Set up computers and other office equipment for employees; install standard software; ensure proper installation of cables; and help users resolve common hardware, software, and network connectivity issues.
- Schedule mainframe batch processing jobs.
- Monitors the operation of data communication network equipment, network computer consoles, or similar devices to detect inefficient performance or failures; and initiates corrective action to improve overall performance.

**Note:** *Senior-level employees (levels III–V) may serve in a lead or supervisory role; however, supervisory responsibilities within this job classification series will typically be found at the level V.*

*Senior-level employees may perform the full range of work identified in the preceding levels and may coordinate, evaluate, or oversee that work for others. Factors that may distinguish between*

*senior levels include the scope of responsibility, oversight, and authority; the nature, complexity, scope, and impact of the work performed; and the employee's related work experience, education, and certifications.*

**IT SUPPORT SPECIALIST III:** Performs highly complex (senior-level) computer systems support work in a help desk setting. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate and/or update computer and mainframe applications.
- Coordinate site planning and preparation regarding changes to computer or data communications configurations and ensure that requirements are met.
- Assign logons and rights, print queues, and directory structures; reset passwords; create departmental groups; and run security software.
- Maintain inventory of information technology assets.
- Prepare reports on systems efficiency and utilization.

**IT SUPPORT SPECIALIST IV:** Performs advanced (senior-level) computer systems support work in a help desk setting. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may fully perform highly complex help desk work and may analyze performance of technical support activities and document resolutions; identify problem areas; and devise and deliver solutions to enhance quality of service and prevent future problems.

**IT SUPPORT SPECIALIST V:** Performs highly advanced (senior-level) computer systems support work in a help desk setting. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may be considered technical experts in the field and may:

- Oversee the delivery of technical support for agency employees and other end users to ensure that problems and requests have been appropriately documented and resolved in a timely manner; and provide assistance in researching and resolving escalated problems, including the most complex and/or critical technical problems.
- Oversee scheduling, systems monitoring, and problem resolution of batch jobs.

## GENERAL QUALIFICATION GUIDELINES

### EXPERIENCE AND EDUCATION

Experience and/or education in a field relevant to the work being performed. Agencies have the discretion to identify the general or specialized experience, education, or certifications required for positions and may tailor qualification requirements to be specific and meet the agency's business needs. Agencies also may substitute experience and education for one another, if appropriate and allowed by statute.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **For all levels**

- Knowledge of the practices, principles, and techniques of computer operations; information systems; computer software and hardware; and information security policies and procedures.
- Skill in the support of computers, in the use of applicable programs and systems, and in troubleshooting information systems.
- Ability to operate information technology systems and to communicate effectively.

### **Additional for Information Technology V level**

- Ability to oversee and/or supervise the work of others.