

The Maryland-National Capital Park and Planning Commission

TITLE: IT Support Technician
SERIES: Information Technology

Grade: F
Date: 07/24/01

Code: 2220
FLSA: Non-Exempt

Class Definition

Under direction assists in computer operations (technical data processing support work), maintaining local- and wide-area networks, and provides end-user support. The work involves: installing, maintaining, and monitoring the operation of hardware (mini- and microcomputers) and applications software; diagnosing problems using standard testing equipment and procedures; responding to problems; training users in the operation of hardware and software; setting up, modifying, and implementing security procedures; maintaining system documentation; and installing and testing application software. Employees in this class perform assigned work in accordance with standard practices of the field, and independently resolve a variety of hardware and software problems. Performs other duties as assigned.

Examples of Important Duties

1. Responds to user hardware/software problems such as difficulties logging on to the network, or in using software, printers, and other peripherals.
2. Diagnoses and resolves users' problems using standard testing equipment, procedures, and software utilities.
3. Performs equipment repair; repairs and tests cable connections; configures network interface cards and components.
4. Performs hardware and software upgrades by installing, configuring, and testing peripherals, boards, application, and operating system software.
5. Under direction, contacts vendors to perform major repairs and installations; monitors work of vendors.
6. May add users to the network including issuing and recording passwords; explains network operating and security procedures.
7. Assists in establishing, modifying, and implementing network system security features.
8. Conducts stand-alone and network system backups.
9. Maintains network information database(s) that tracks devices attached to the network and changes in network software and hardware by entering equipment, vendor, warranty, and similar information into the database(s); maintains other records and system documentation as required.
10. Documents and reports network errors affecting data transmission.
11. Explains hardware and software operation and capabilities to users; trains and may provide work leadership on a project basis to less experienced technicians.
12. Keeps supervisor and others, as appropriate, informed of work activities, progress, and problems.

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Examples of Important Duties (continued)

13. Maintains up-to-date knowledge of hardware and software in use at the Commission by reviewing technical manuals, attending training classes, and utilizing other sources of information, as appropriate.
14. Operates computers with standard office automation software (e.g., word processing, spreadsheet, graphics, statistics, database packages) to enter data and to produce report; performs data analyses (e.g., sorting, totals, means); produces reports, tables, graphs, and charts.
15. Monitors schedule for receiving data for input (EDI) and enters data from source documents as required; performs various editing checks and operates a computer console to enter job control information; prints checks, labels, or other special forms as required. Performs system backup copies of tapes and disk.
16. Maintains inventory of computer supplies, and maintains laser and other printers.

Important Worker Characteristics

- A. Basic knowledge of: (1) computer operations, (2) LAN/WAN infrastructure including operation and types of network interface cards, network wiring hubs, backup systems, network storage, cables, connectors, and file, printer, and communication servers; (3) network preventive maintenance and troubleshooting techniques and procedures; (4) network utility software for monitoring network performance and diagnosing network problems; (5) safety practices when working with electronic equipment; (6) LAN management functions and procedures including network and error documentation, performance and security management; (7) network architecture, standards, and protocols; and (8) network applications and groupware software.
- B. Basic skills in: (1) use of network utilities software; (2) identifying and resolving network operating problems; (3) use of common hand tools; (4) use of basic testing equipment (volt-ohm meter or digital voltmeter); (5) maintaining computerized records; (6) reading, interpreting, and applying technical instructions and diagrams; and (7) explaining use of computer hardware and software to others.
- C. Ability to: (1) install microcomputers and related equipment; (2) install and troubleshoot software packages; (3) identify and resolve problems associated with computer and network hardware/software malfunctions; (4) communicate clearly and effectively, orally and in writing; and (5) work both independently and as a member of a team.

Minimum Qualifications

High school diploma or GED.

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Working Conditions

Work is performed in an office setting. Work involves walking, standing, bending, crouching, and carrying of equipment and supplies.

Grade Revised 7/1/07