

Class Concept

This is experienced professional work in providing comprehensive and innovative planning, analytical and technical assistance to users in the preparation of programs and applications to support research, instructional and administrative activities within universities and state agencies. May troubleshoot desktop, laptop mobile devices, or software applications, perform upgrades and reimaging, set up new workstations and relocate existing ones. When on-call, respond to occasional after-hours calls from employees regarding technical issues. May require travel to state offices for workstation setup and/or moves. May design computer training manuals by identifying and describing information needs; using desktop publishing; submitting initial versions for review; revising and editing final copy. May conduct training classes by presenting job-specific, agency-specific, and generic software applications.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working knowledge as demonstrated by an understanding and use of the principles, theories and practices pertinent to area of responsibility.
- Demonstrates a range of technical understanding to independently resolve routine and non-routine issues on software and/or hardware and to identify trends and makes suggestions for technical modifications to solve future problems.
- Working knowledge and skills from a range of technologies to address work assignments.
- Ability to mentor or train peers and others.
- Ability to consult with clients and other IT professionals to resolve technical problems and ensure client satisfaction.
- Ability to document solutions that solve client problems and clearly presents these solutions.
- Ability to work independently on tasks, develops own work, schedules and monitors progress against defined parameters.
- Ability to manage technical projects involving own work and may lead implementation efforts to completion with minimal supervision.
- Demonstrates a customer orientation and effectively communicates verbally and in writing.
- Demonstrates initiative in solving problems associated with projects and daily work.

Minimum Education and Experience

Bachelor's degree in computer science or an IT related field from an appropriately accredited institution plus one year of experience in the information technology field related to the position's role; or

Associate degree in computer science or an IT related field from an appropriately accredited institution and two years of experience in the information technology field related to the position's role; or

High school or General Educational Development (GED) diploma and four years of experience in the field of technology related to the position's role; or an equivalent combination of education and experience.