

## INFORMATION TECHNOLOGY TECHNICIAN

### GENERAL DEFINITION OF WORK

Individuals in this classification are entry level professionals or technicians who function under direct supervision. Job assignments which fall under this classification are: End User Services Technician.

### DISTINGUISHING FEATURES OF THE CLASSIFICATION

Individuals in this classification are entry level professionals and technicians. They have limited skills in specific areas and are developing experience and expertise. Work is performed under direct supervision. Individuals must be willing to learn and to take direction from others. They must be able to follow through on assigned tasks and meet assigned deadlines. They are expected to develop their skills and knowledge. They perform familiar tasks independently and are expected to seek guidance on newly assigned tasks. They must work on teams and interact with other team members. Employees at this level are considered non-exempt and are eligible for overtime either as compensation or compensatory time off.

### QUALIFICATION REQUIREMENTS

#### Essential Knowledge and Abilities

1. Working knowledge of modern principles and practices of information technologies.
2. Ability to analyze, follow through, resolve problems, implement solutions, and maintain existing applications.
3. Ability to plan and organize projects and workload.
4. Ability to research and evaluate information and make appropriate recommendations.
5. Ability to prepare and maintain detailed and accurate records and reports.
6. Ability to communicate effectively, both orally and in writing.
7. Ability to work independently.
8. Ability to function as a team member.
9. Ability to establish and maintain effective working relationships with co-workers, employees at all levels of the County, vendors, contractors, consultants, and the public.
10. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

#### Training and Experience

1. High School Diploma or GED.
2. Two (2) years of progressively responsible work experience in technology operations, service desk support, technical hardware support, network support, telecommunications, applications and systems development and analysis, or a closely related field.
3. Post high school education from a recognized technical school, college or university in an applicable technology area or a closely related area may substitute for the work experience on a year-for-year basis.