

Job Title: OPS Information Technology Technician

Compensation: \$18.23 - \$18.23

FLSA Status: Non-exempt

Salary Admin Plan: OPS (temporary-part-time)

Pay Grade: OPS Career Level 5

**Position Summary:**

Incumbents design, install and maintain information technology infrastructure. Responsibilities may include installing and configuring servers; implementing network devices and services; implementing network protocols and technologies; monitoring, configuring and implementing files servers, domain controllers, and related systems and equipment; and designing infrastructure for new sites and buildings.

**Requirements:**

**Education:**

Associate's degree.

**Experience:**

Four years experience in area of responsibility.

*\*An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job may be acceptable in lieu of those requirements listed above.*

**Knowledge:**

- Network and technology infrastructure maintenance practices and procedures;
- Client/server environments;
- Network operating systems;
- Diagnostic tools and equipment;
- Operating system software and administration principles and practices;
- System configuration principles and practices;
- Recordkeeping principles;

- Computers and related software applications.

**Skills:**

- Configuring technological platforms, networks, and systems;
- Providing end-user support;
- Utilizing diagnostic analyzers and related equipment and tools;
- Communicating technical information to a non-technical audience;
- Maintaining records;
- Using a computer and related software applications;
- Communication, interpersonal skills as applied to interaction with subordinates, coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to give and receive work direction.

**Physical:**

- Positions in this class typically require: reaching, standing, walking, grasping, feeling, talking, hearing, seeing and repetitive motions.
- Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.
- Incumbents may be subjected to electrical currents, workspace restrictions, and travel.

**Responsibilities:**

These duties are a representative sample; position assignments may vary.		Potential Frequency
1.	Installs and troubleshoots technology infrastructure; resolves connectivity issues; and performs related duties.	Daily 35%

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2.	Identifies and resolves technical problems related to networks, servers, desktops, operating systems, and application software systems; monitors and ensures proper interfacing of systems applications.	Daily 35%
3.	Provides technical support to end-users by responding to questions regarding hardware and software malfunctions.	Daily 20%
4.	Prepares and maintains operational records, reports, forms, and related information.	Daily 10%
5.	Performs other duties of a similar nature or level.	As Required

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