



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
IT TECHNICIAN SUPERVISOR	38*	C	7.927
IT TECHNICIAN VI	36*	C	7.928
IT TECHNICIAN V	34*	C	7.931
IT TECHNICIAN IV	32*	C	7.935
IT TECHNICIAN III	30*	F	7.940
IT TECHNICIAN II	28*	F	7.941
IT TECHNICIAN I	26*	F	7.957
IT TECHNICIAN TRAINEE	24*	F	7.943

SERIES CONCEPT

Information Technology (IT) Technicians install, configure, monitor, and maintain networks and monitor and maintain help desk user support or mainframe and server operations. Incumbents may perform duties associated with one or more IT specialization areas depending on the needs of the agency.

Participate in the development and revision of policies and procedures related to a functional area; review policies and procedures for changes applicable to IT; maintain operations, tasks, security, and/or functional area logs; review instructions from other IT staff and correct or return for revisions as necessary.

Perform related duties as assigned.

SPECIALTY AREAS

Help Desk Support: establish new users including network, email accounts, and/or rights; assist users by troubleshooting and resolving initial help requests, assigning to staff, or referring requests to vendors, repair service, or other IT staff when necessary; maintain help request tracking software and utilities; and assist IT staff with implementing projects and prototype or computer off the shelf (COTS) testing.

Monitor and/or maintain security of computer environment and devices, media, and physical environment; and set up access for users of physical security devices.

Mainframe and Server Operations: review internal and external data job requests and develop optimum schedules for mainframe batch runs or server scripts using routines, job control or system languages, utilities, or programs.

Monitor schedule for expected output or data updates; diagnose and resolve abnormal ends with minimal disruption to schedules and within time constraints; post process data job requests and assure quality standards are met; maintain supply inventory and prepare purchase orders.

Implement or participate in the implementation of mainframe or server hardware and software changes regarding new implementations, elimination of current products, like or different replacements, or enhancements; notify users of scheduled or emergency system downtime; assist IT staff with implementing projects and prototype or computer off the shelf (COTS) testing.

* Reflects a 1-grade, special salary adjustment granted by the 2017 Legislature to improve recruitment and retention.

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SPECIALTY AREAS (cont'd)

Mainframe and Server Operations: (cont'd)

Monitor mainframe or server performance and resolve issues, provide physical maintenance, and maintain systems diagnostic and utilities.

Change mainframe or server backup media and maintain organization and unused media; assist disaster recovery planning and implementation using backups and alternate hardware.

Monitor and/or maintain security of computer environment and devices, media, and physical environment; and set up access for users of physical security devices.

Network Operations and Support: install, configure, operate, maintain, and monitor network hardware and client software; and interact with users to identify and resolve problems and malfunctions.

Participate in researching hardware and software components for procurement according to agency policies and procedures, evaluate products in terms of agency needs, make purchase recommendations to management, and prepare purchase orders for equipment/software as assigned.

Provide introductory/ongoing training to workstation users; and demonstrate use of the workstation and introduce various software packages.

Verify that users and workstations comply with security policies such as passwords and anti-virus definitions; and install operating system patches and identify suspect activities that include social engineering aspects of security.

CLASS CONCEPTS

IT Technician Supervisor - Network Operations and Support: Under general direction, incumbents train, supervise, and evaluate the performance of a team of at least three subordinate IT Technician V's and/or VI's who install, maintain, and repair workstations connected to a local area network (LAN). In addition, incumbents may be required to supervise IT Technician IV's, III's, II's, I's, and/or Trainees. Incumbents manage day-to-day operations of the work unit; assign and review work; prioritize and schedule assignments; and ensure completed work meets or exceeds agency policy and procedure requirements and industry standards. Incumbents confer with higher level IT staff to develop work plans and strategies, determine priorities, and provide information concerning user issues, needs, and problems.

Incumbents perform technical responsibilities to include analysis of needs or requests; procurement of equipment and materials; configuration, installation, and testing; release to users; maintenance, diagnosis, and troubleshooting problems; and retirement of a legacy system or equipment.

IT Technician VI - Network Operations and Support: Under limited supervision, incumbents install and repair workstation hardware and software on a LAN, troubleshoot hardware and software problems both on-site and at remote locations, consult with management to determine automation requirements, test hardware and evaluate software licensing options, and make recommendations in relation to identified needs. Incumbents assist in planning and installing network infrastructure, conduct routine analysis of network hardware and software, and provide for data security and recovery as required. Incumbents in this class may supervise lower level technicians or serve as a team leader, but this does not, by itself, constitute justification for allocation to the higher level. This

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CLASS CONCEPTS (cont'd)

IT Technician VI – Network Operations and Support: (cont'd)

is the advanced journey level for network operations and support. Incumbents are responsible for resolving issues involving physical and logical connectivity for multiple, geographically dispersed locations including a large number of end users often requiring assistance with difficult application and data access issues, or resolving issues at varying difficulty where the cost and effect of system failure is elevated. Incumbents are required to ensure simultaneous connectivity with multiple agencies, external entities, the Internet, and distributed applications. They are often required to ensure compliance with agency security requirements regarding system intrusion/prevention/detection, data encryption.

IT Technician V - Network Operations and Support: Under general supervision, incumbents provide network support for work group business functions; enable data transfer, peripheral sharing, and applications sharing within the work group to include wireless transport methods. Duties are performed in accordance with established standards for hardware, software, and work group functionality. This is the journey level for network operations and support.

Incumbents upgrade, repair, or replace software and hardware components on workstations; add memory, swap hard disk drives and monitors; attach peripherals; and configure and install desktop applications for optimum performance.

IT Technician IV: Under limited supervision, incumbents perform advanced journey level duties and may serve as a project leader or lead-worker and provide training to IT Technicians at the same level or lower. For Network Operations and Support positions, this level may be used as either a trainee for the next level in the series, or as a permanently allocated sub-journey level.

Help Desk Support: Incumbents monitor help desk user support and ensure all calls are recorded and tracked using the help desk application. Incumbents identify and decide how to resolve problems themselves or through appropriate referral; assist with logon/logoff procedures for mainframes, servers, and the network; determine the nature of outages and contact the appropriate person or company; post changes to the intranet and recognize proper web formatting; and clone or restore personal computer (PC) images.

Typical tasks include restoring applications and data from backup media; assisting users with network, application, system, or local hardware problems, accessing the mainframe or departmental servers; opening backup drives and releasing damaged media; instructing users on PC operation and faults including connections and peripherals; assisting IT staff with installations or resolutions as required; and identifying Internet protocol (IP) addresses for failed network connectivity issues.

Mainframe and Server Operations: Incumbents monitor mainframe or server operations and are responsible for batch production schedules and jobs, output, and printers. Incumbents identify and decide how to resolve problems themselves or through appropriate referral; use utilities to monitor the availability of databases and solve issues when possible; use and modify documentation and job control languages to run batch processes; and take down queues and notify users of changes.

Typical tasks include restoring from backup media as directed; solving routine hardware problems; diagnosing printer errors and resolving, replacing parts, or contacting outside service; opening backup drives and releasing damaged media; rebooting backup media drives; and assisting network staff with installations or resolutions as required.

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CLASS CONCEPTS (cont'd)

IT Technician IV (cont'd)

Network Operations and Support: Under close supervision, incumbents perform IT technical work in network operations and support. Incumbents identify and correct hardware and software problems, provide customer service to users, upgrade hardware components, and interview users to identify needs and resolve workstation issues.

IT Technician III: Under limited supervision, incumbents may serve as a leadworker to lower level IT Technicians. Typical tasks include performing routine maintenance and identifying backup media problems. This is the journey level in a large department.

Help Desk Support: Incumbents independently resolve many users' PC issues including email and applications problems and record calls using the help desk application. Incumbents identify and decide how to resolve problems themselves or through appropriate referral; use utilities to check for network connectivity; and establish user rights.

Mainframe and Server Operations: Incumbents independently resolve many mainframe or server issues by monitoring batch production jobs, output, and printers. Incumbents identify and decide how to resolve problems themselves or through appropriate referral; use utilities to monitor the availability of databases; identify problems; use documentation to run processes; check backup media for problems; and assist system administrators with special jobs.

IT Technician II: Under general supervision, incumbents perform journey level duties.

Help Desk Support: Incumbents identify and decide how to resolve problems themselves or through appropriate referral; record calls using the help desk application; write work orders as used for change/problem management and resolve routine issues; change backup media; unlock accounts; reset passwords; and follow agency security and access procedures.

Mainframe and Server Operations: Incumbents identify and decide how to resolve problems themselves or through appropriate referral; print reports and resolve routine issues; use display commands; change backup media; follow established procedures; lookup error codes; and follow agency security and access procedures.

IT Technician I: Under close supervision, incumbents perform IT technical work in help desk support or mainframe and server operations. Incumbents identify and decide how to resolve problems themselves or through appropriate referral; monitor devices; setup basic jobs as required; use basic job control language and scheduling as required; take calls and log messages as required; determine who is resolving an issue; maintain routine logs; replace backup media; and routinely consult manuals and procedures.

IT Technician Trainee: Under close supervision, incumbents receive training in the performance of many of the duties described in the series concept in help desk support or mainframe and server operations. Progression to the next level in the series may occur upon meeting minimum qualifications and with the approval of the appointing authority.

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MINIMUM QUALIFICATIONS

SPECIAL REQUIREMENTS:

- * Pursuant to NRS 284.4066, some positions in this series have been identified as affecting public safety. Persons offered employment in these positions must submit to a pre-employment screening for controlled substances.
- * Some positions are subject to call-out or call-back.
- * Some positions require specialized certification that will be identified at the time of recruitment.
- * Some positions require statewide travel.
- * Some positions require work on evenings, weekends, and/or holidays.

IT TECHNICIAN SUPERVISOR - Network Operations and Support

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and four years of IT work experience in the installation, maintenance, and repair of network workstation hardware and software, one year of which must have included advanced level tasks such as assisting with planning and installing network infrastructure; **OR** one year of experience as an IT Technician VI in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Detailed knowledge of: local area network operating systems; network operating systems commands, administration and utilities including recovery and backup; project planning related to network administration and development; team or project leadership techniques; the development and implementation of directory services; and network security issues. **Ability to:** communicate complex technical concepts and terminology to agency management and network users; implement, troubleshoot, and maintain directory services; consult, design, implement, and troubleshoot complex heterogeneous LAN's within multiple organizations at multiple locations with a mix of network operating systems; resolve issues quickly with minimal outside help; work in/lead teams effectively; verify network security; *and all knowledge, skills, and abilities required at the lower levels in the same IT Technician specialization.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: departmental policies and procedures related to network operations and support; State regulations related to purchasing and personnel administration. **Ability to:** train, supervise, and evaluate the performance of assigned personnel.

IT TECHNICIAN VI - Network Operations and Support

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and three years of IT work experience in the installation, maintenance, and repair of network workstation hardware and software; **OR** one year of experience as an IT Technician V in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

Working knowledge of: workstation operating systems and hardware; local area network operating systems; installation, maintenance, and configuration of LAN-based workstation applications; LAN-based services such as security, user rights, and electronic mail; one or more network operating system's commands, administration and utilities including recovery and backup; LAN protocols with regard to workstation installation and configuration; and basic LAN wiring. **General knowledge of:** LAN architecture. **Ability to:** troubleshoot hardware, software, and communications issues on a LAN; understand IP addressing schemes

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MINIMUM QUALIFICATIONS (cont'd)

IT TECHNICIAN VI - Network Operations and Support (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application): (cont'd)
and subnet configurations; work independently and as part of a team; provide work direction to lower level staff; verify workstation security; *and all knowledge, skills, and abilities required at the lower levels in the same IT Technician specialization.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
Working knowledge of: State purchasing procedures; software licensing issues; and principles of training, coaching, and supervision if applicable to the position.

IT TECHNICIAN V - Network Operations and Support

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of IT work experience in the installation, maintenance, and repair of network workstation hardware and software; **OR** one year of relevant experience as an IT Technician IV in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):
Working knowledge of: installation, maintenance, and configuration of workstations and applications; network connectivity with regard to network interface cards, IP addressing configurations, and DNS settings.
General knowledge of: IP addressing schemes and subnet configuration. **Ability to:** install and maintain work group operating systems; identify and correct hardware and software problems; provide effective customer service to users; communicate effectively orally and in writing; upgrade hardware components on the base unit; configure applications for optimum performance; establish and maintain effective working relationships with others; and interview users to identify needs and resolve workstation issues; *and all knowledge, skills, and abilities required at the lower level in the same IT Technician specialization.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(These are identical to the Entry Level Knowledge, Skills, and Abilities required for IT Technician VI.)

IT TECHNICIAN IV

Help Desk Support:

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent and five years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals, three years of which must have included IT work experience in a user support role; **OR** one year of relevant experience as an IT Technician III in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):
Detailed knowledge of: commercially available operating systems and applications used by the agency; help desk applications configuration as used for change/problem management; principles and practices of a computer system and peripheral devices as needed to monitor a system; user password security principles and practices. **Working knowledge of:** database principles; network domains and login procedures; web browser capabilities and the difference between intranets and the Internet. **General knowledge of:** at least one programming language, such as Pascal, COBOL, Natural, Fortran, BASIC, or html for understanding as applies to queries used in common applications; network troubleshooting. **Ability to:** create and use disk

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MINIMUM QUALIFICATIONS (cont'd)

IT TECHNICIAN IV (cont'd)

Help Desk Support (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont'd)
 images; provide or develop documentation of systems, jobs, programs, and audit documentation for completeness and accuracy; provide testing support by assisting in the monitoring of program tests and reviewing computer output and identifying errors; restore data from backup media; *and all knowledge, skills, and abilities required at the lower levels in the same IT Technician specialization.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Detailed knowledge of: departmental policies and procedures related to help desk support; agency change/problem management plan. **Working knowledge of:** hardware and software specific to an agency. **Ability to:** train and lead assigned personnel; monitor operations in the absence of a supervisor.

Mainframe and Server Operations:

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent and five years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals, three years of which must have included IT work experience in a user support role; **OR** one year of relevant experience as an IT Technician III in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: data processing procedures as needed to fix job control language or system language and post-process job output; data processing systems; job control language or system language; job recovery procedures; principles and practices of a computer system and peripheral devices as needed to operate and monitor a system; specific computer commands relative to an agency's computer system; user password security principles and practices. **Working knowledge of:** database principles. **General knowledge of:** at least one programming language, such as Pascal, COBOL, Natural, Fortran, or BASIC for understanding as applies to queries used in common applications. **Ability to:** provide or develop documentation of systems, jobs, programs, and audit documentation for completeness and accuracy; provide testing support by assisting in the monitoring of program tests and reviewing computer output and identifying errors; restore data from backup media; *and all knowledge, skills, and abilities required at the lower levels in the same IT Technician specialization.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Detailed knowledge of: departmental policies and procedures related to mainframe or server operations; job control languages or scripting used by the agency. **Working knowledge of:** hardware and software specific to an agency. **Ability to:** train and lead assigned personnel; monitor operations in the absence of a supervisor.

Network Operations and Support:

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of IT work experience in the upgrade or replacement of software and hardware components on networked workstations; **OR** one year of relevant experience as an IT Technician III in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS, AND ABILITIES (required at time of application):

General knowledge of: installation, maintenance, and configuration of workstations and applications; network connectivity with regard to network interface cards, IP addressing configurations, and DNS settings.

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MINIMUM QUALIFICATIONS (cont'd)

IT TECHNICIAN IV (cont'd)

Network Operations and Support: (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont'd)

Ability to: identify and correct hardware and software problems; provide effective customer service to users; communicate effectively orally and in writing; upgrade hardware components on the base unit; establish and maintain effective working relationships with others; and interview users to identify needs and resolve workstation issues.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):
(*These are identical to the Entry Level Knowledge, Skills, and Abilities required for IT Technician V.*)

IT TECHNICIAN III

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent and four years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals, two years of which must have included IT work experience in a user support role; **OR** one year of relevant experience as an IT Technician II in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirements*)

Help Desk Support:

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: computer hardware, software, peripherals, and current computer technology and trends; help desk applications as used for change/problem management. **Working knowledge of:** commercially available operating systems and applications used by the agency; principles and practices of a computer system and peripheral devices as needed to operate and monitor a system; user password security principles and practices. **General knowledge of:** database principles; network domains and login procedures; web browser capabilities and the difference between intranets and the Internet. **Ability to:** analyze problems, develop alternatives, and recommend appropriate solutions; assist users with problems and disseminate system information; create and maintain specific records/documentation pertinent to the agency's computer system and programs; troubleshoot and analyze problems to determine if the problem can be corrected by the operator or if a higher level IT staff member must be called; use utilities to check for network connectivity; *and all knowledge, skills, and abilities required at the lower levels in the same IT Technician specialization.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: departmental policies and procedures related to help desk support; hardware and software specific to an agency; agency change/problem management escalation plan. **Ability to:** train and lead assigned personnel if applicable to the position.

Mainframe and Server Operations:

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: computer hardware, software, peripherals, and current computer technology and trends. **Working knowledge of:** data processing procedures as needed to fix the job control language or system language and post-process job output; job control language or system language; job recovery procedures; principles and practices of a computer system and peripheral devices as needed to operate and monitor a system; specific computer commands relative to an agency's computer system; user password security principles and practices; data processing systems. **General knowledge of:** database principles. **Ability to:** analyze problems, develop alternatives, and recommend appropriate solutions; assist users with

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MINIMUM QUALIFICATIONS (cont'd)

IT TECHNICIAN III (cont'd)

Mainframe and Server Operations: (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont'd)
 problems and disseminate system information; coordinate/maintain run schedules as required in ensuring all user deadlines are met; create and maintain specific records/documentation pertinent to the agency's computer system and programs; perform required maintenance on printers; prioritize jobs/workload based on time commitments and hardware resources; provide quality control of jobs in order to ensure jobs are run correctly; troubleshoot and analyze problems to determine if the problem can be corrected by the operator or if a higher level IT staff member must be called; understand and interpret user job schedules (i.e., instructions on sequence and how to run schedules); *and all knowledge, skills, and abilities required at the lower levels in the same IT Technician specialization.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: departmental policies and procedures related to mainframe or server operations; hardware and software specific to an agency; job control languages or scripting used by the agency. **Ability to:** train and lead assigned personnel if applicable to the position.

IT TECHNICIAN II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent and three years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals, one year of which must have included IT work experience in a user support role; **OR** one year of relevant experience as an IT Technician I in Nevada State service; **OR** an equivalent combination of education and experience. *(See Special Requirements)*

Help Desk Support:

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: computer hardware, software, peripherals, and current computer technology and trends; help desk applications as used for change/problem management. **General knowledge of:** commercially available operating systems and applications used by the agency; principles and practices of a computer system and peripheral devices as needed to operate and monitor a system; user password security principles and practices. **Ability to:** communicate with a higher level IT staff member and the user to facilitate resolution of computer problems; monitor inventory and request supplies; plan, layout, and record technical material in order to produce requested documents; *and all knowledge, skills, and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: departmental policies and procedures related to help desk support. **General knowledge of:** hardware and software specific to an agency; agency change/problem management escalation plan.

Mainframe and Server Operations:

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: computer hardware, software, peripherals, and current computer technology and trends. **General knowledge of:** data processing systems; job control language or system language; job recovery procedures; principles and practices of a computer system and peripheral devices as needed to operate and monitor a system; specific computer commands relative to an agency's computer system; user

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MINIMUM QUALIFICATIONS (cont'd)

IT TECHNICIAN II (cont'd)

Mainframe and Server Operations: (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application): (cont'd)
password security principles and practices. **Ability to:** communicate with a higher level IT staff member and the user to facilitate resolution of program/job quality problems; monitor inventory and request supplies; perform production set-ups to ensure jobs are run in accordance with production requests; plan, layout, and record technical material in order to produce requested documents; prioritize the workload; provide quality control of jobs in order to ensure jobs are run correctly; read and interpret job schedules and instructions; submit jobs using computer input devices; *and all knowledge, skills, and abilities required at the lower levels.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: departmental policies and procedures related to mainframe or server operations.

General knowledge of: hardware and software specific to an agency; job control languages or scripting used by the agency.

IT TECHNICIAN I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent and two years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals; **OR** one year of relevant experience as an IT Technician Trainee in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Working knowledge of: computer hardware, software, and peripherals. **Ability to:** change backup media and run basic diagnostics; maintain specific records/documentation pertinent to the agency's computer system; read and apply technical manuals; *and all knowledge, skills, and abilities required at the lower level.*

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: practices and procedures common to the IT area to which assigned; agency policies related to assigned activities.

IT TECHNICIAN TRAINEE

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent and one year of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals; **OR** an equivalent combination of education and experience. (*See Special Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

Detailed knowledge of: basic arithmetical computations including addition, subtraction, division, multiplication; grammar, spelling, and punctuation. **General knowledge of:** computer hardware, software, and peripherals. **Ability to:** communicate effectively orally and in writing; maintain alpha/numeric files and records; maintain effective working relationships with others; understand and follow oral and written instructions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES (typically acquired on the job):

Working knowledge of: agency policies related to assigned activities. **General knowledge of:** practices and procedures common to the IT area to which assigned.

