

STATE OF NEBRASKA CLASS SPECIFICATION
**INFORMATION TECHNOLOGY INFRASTRUCTURE
SUPPORT TECHNICIAN**

EST: 02/99 - REV: 06/10

CLASS CODE: A07071

DESCRIPTION: Under direct supervision, performs work as described below in one or more of the following information technology areas: hardware and software support, network support, systems administration, research, procurement, and/or training.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first level in the Infrastructure Support series of four levels (Technician, Analyst, Analyst/Senior and Analyst/Lead). Incumbents receive direction from and higher level information technology professionals. At this level, incumbents are primarily performing desktop support, cabling, hardware setup, software installation, configuration and updates, research, procurement and training.

At the Analyst level, incumbents are performing journey level work, with a high degree of independence. Guidance and direction is sought from higher level information technology professionals on complex problems/projects. Analysts may do some server hardware and software installation/updates and have responsibility for print/ghost servers, but do not have responsibility for administration of servers housing major applications/programs. Incumbents are doing some analysis of network components such as switches, routers, cabling, and load balances.

At the Analyst/Senior level, incumbents are independently performing advanced work (such as server administration) and providing guidance to the lower levels in the series. At this level, incumbents may be responsible for leading small projects but receiving guidance from higher level support staff on difficult problems.

At the Analyst/Lead level, incumbents spend the majority of their time leading major projects and coordinating/directing a team of professional level infrastructure support staff and business staff, on an on-going and regular basis, in the accomplishment of project goals/objectives. Incumbents may have full-fledged supervisory responsibility over one or two professional level IT staff.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Hardware and Software Support:

- Assembles and tests equipment (including peripherals)
- Investigates hardware and software problems
- Repairs equipment with direction
- Performs preventative maintenance
- Limited site inspections/review
- Related paperwork (logs) in purchase requests (prepares P.O.s for approval)
- Installs hardware upgrades
- Installs software upgrades
- Provides assistance to end users, i.e., the operation of hardware and software
- Installs software products
- Maintains hardware/software inventory
- Minimal VM/CMS user support

(A07071 – IT INFRASTRUCTURE SUPPORT TECHNICIAN (continued))

- Minimal HELP desk activities

Network Support:

- Installs, maintains, repairs cabling
- Troubleshoots data communication problems
- Installs network components (hubs/switches/patch panels...)

System Administration:

- Loading software products
- Systems back-up
- Maintains user access (I.D. authorization)
- Sets up new clients

Research:

- Searches for information on assigned hardware/software

Procurement:

- Completes purchasing paperwork as directed
- Receives ordered software

Training:

- Provides one-on-one assistance on use of hardware/software

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: operating systems and utilities; networking; memory structure; buffers and registers; testing equipment; network application interfaces; hardware and software interfacing; operational needs regarding data communications; user needs analysis; data storage and security; agency rules/regulations and policies/procedures computer hardware and software; applications and user systems; peripherals; computer assembly.

Ability to: communicate information/ideas to others, electronically, telephonically, on paper, or in person; apply general rules to specific problems to come up with logical answers; efficiently shift back and forth between two or more activities/sources of information; install, maintain and repair cabling, troubleshoot data communication problems, provide assistance to end users, read, understand, and listen to communication from others; recognize a problem; follow multiple step instructions, see details of objects at close range (within few feet of observer); recognize and identify degree of similarities/differences between individual characteristics; concentrate and not be distracted while performing a task over a period of time; exert maximum muscle force to lift, push, pull or carry objects weighing up to 50 pounds; stoop, kneel, crawl, crouch and endure prolonged standing; combine pieces of information or specific answers to problems, to form general rules or conclusions; move hands, feet and/or fingers easily and skillfully to manipulate small objects rapidly and accurately in accordance with visual stimuli.

Skill in: instructing, developing and implementing solutions to problems; operations analysis; solution appraisal; identification of key causes; systems evaluation; technology design; identifying downstream consequences; time management; management of material resources; and management of financial

resources; troubleshooting; testing; critical thinking; product inspection; judgment and decision making; effectively conveying information to others; writing; installation of hardware and software; operation and control of equipment/systems; repairing machines/systems; and equipment maintenance.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need assistance in the selection process must request this in advance.)

Post high school coursework in computer science OR one year related technical experience.

SPECIAL NOTE:

Agencies are responsible to evaluate each of their positions to determine overtime eligibility status as required by Fair Labor Standards Act (FLSA).