

INFORMATION SYSTEMS (IS) COMPREHENSIVE SUPPORT TECHNICIAN TITLE SERIES DEFINITIONS

I. DEFINITIONS

A. Level

For job title purposes, a position must meet the level definitions and perform job duties the majority of the time (greater than 50%) as described in Section II.B.

INFORMATION SYSTEMS (IS) COMPREHENSIVE SUPPORT TECHNICIAN-ENTRY

Positions at this level work under **close** supervision and perform the most routine duties with clearly defined and specific objectives, guidelines, and instructions, exercising limited decision-making discretion. Assignments are narrow in scope.

INFORMATION SYSTEMS (IS) COMPREHENSIVE SUPPORT TECHNICIAN-INTERMEDIATE

Positions at this level work under **limited** supervision and perform duties that are more varied in nature than at the entry level.

INFORMATION SYSTEMS (IS) COMPREHENSIVE SUPPORT TECHNICIAN-SENIOR

Positions at this level work under **general** supervision. This is the full performance level that an employee can reasonably expect to obtain based on duties described in one or more of the job groups under II.B. Positions at this level may also participate in planning, coordinating, and implementing new or modified systems, and/or training new employees.

B. Job Group

Positions in this series perform duties from the listed job group below for a majority (greater than 50%) of the time.

COMPREHENSIVE

Positions in this series perform any combination of IS technical-related duties from the Information Systems (IS) Operations Support, Network Support, Resources Support or Forms Technician area such that no one job group describes the majority of the work.

II. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment.

III. RELATED TITLES

IS Operations Support Technician, IS Network Support Technician, IS Resources Support Technician