

## **INFORMATION SYSTEMS (IS) NETWORK SUPPORT TECHNICIAN TITLE SERIES DEFINITIONS**

### **I. DEFINITIONS**

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.

#### **A. Level**

##### **INFORMATION SYSTEMS (IS) NETWORK 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) NETWORK 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) NETWORK 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 any combination of work from the following job groups for a majority (greater than 50%) of the time.

##### **HELP DESK**

Positions in this job group perform IS technical-related work for a majority of the time providing routine first level technical assistance, troubleshooting, problem resolution and training to distributed environment agency or campus computer customers. Positions provide customer assistance in mainframe, microcomputer, operating system and/or office suite application software, such as word processing, spreadsheet, database, electronic mail, scheduling, telecommunications, or Internet; escalate problem to the next level of technical assistance when necessary; and provide new user network orientation for login, password change, email, and printing.

##### **NETWORK**

Positions in this job group perform IS technical-related work for a majority of the time providing routine support for a distributed local or wide area network (LAN/WAN) environment and/or microcomputer hardware and peripheral equipment. Positions install, upgrade, and reconfigure network and workstation hardware and peripherals, such as monitors, keyboards, printers and disk

drives; load and verify operating systems and software packages which may include word processing, spreadsheet, electronic mail and scheduling; perform routine file server backups to disk or tape; monitor file directories and security equivalencies; ensure pre-installation maintenance and wiring has been completed prior to new hardware installation or hardware reconfiguration; schedule periodic preventive maintenance to ensure proper computer hardware functionality, software upgrades, and operating system fixes. Positions may also define new network users and workstations, modify network user profiles, reset passwords, and ensure network documentation is maintained in accordance with state standards.

### **PRODUCTION/CLIENT-SERVER SYSTEM SUPPORT**

Positions in this group perform IS technical-related work for a majority of the time provide routine production and client-server system support. Positions monitor production system and support equipment, host processors, operating systems, and applications; provide technical assistance to customers on tape tracks, disk access storage devices (DASD) and tape utilities; assist in DASD and optical space management; update the network/system problem log; direct the establishment of physical and logical connections to applications, and provide notification of network/system status to clients and management personnel.

## **II. QUALIFICATIONS**

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

## **III. RELATED TITLES**

IS Operations Support Technician, IS Resources Support Technician, IS Comprehensive Support Technician.