

INFORMATION SYSTEMS (IS) RESOURCES 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) RESOURCES 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) RESOURCES 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) RESOURCES SUPPORT TECHNICIAN-SENIOR

Positions at this level work under **general** supervision. This is the full performance level that an employe 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 employes.

B. Job Group

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

RESOURCES

Positions in this group perform IS technical-related work for a majority of the time which may include any of the following duties: training customers in the use of application components, operation, and features; performing routine technical-level computer programming, coding, testing and debugging; developing complex macros using word processing, spreadsheet, database, or specialized software; coding, indexing, scanning and archiving imaged documents; providing web content services, including page formatting, text conversion and internet publishing; providing first-level network security; or maintaining complex inventories of information system vendors, products, supplies, software licenses, documentation and resource materials.

II. QUALIFICATIONS

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

III. RELATED TITLES

IS Network Support Technician, IS Operations Support Technician, IS Comprehensive Support Technician.