Technology Support

Job Code	Job Title	Pay Grade
1638P1	Technology Support Consultant I	26
1639P1	Technology Support Consultant II	28
1640P1	Technology Support Consultant III	30
1643P1	Technology Support Supervisor	31

CONCEPT:
Repairs, maintains, and installs computer hardware such as peripheral equipment and systems. Provides technical assistance to computer system users. Answers questions to resolve computer problems for clients in person, via telephone, or from remote locations. Provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems. Provides training on hardware and software to users in classroom and one-on-one situations.

TASKS

- Tests faulty equipment and applies knowledge of functional operation of electronic units and systems to diagnose cause of malfunction.
- Replaces defective components and wiring.
- Aligns, adjusts, and calibrates equipment according to specifications.
- Converses with equipment users to ascertain problems with equipment before breakdown or cause of breakdown.
- Maintains records of repairs, calibrations and tests.
- Enters information into computer to copy program from one electronic component to another, or to draw, modify, or store schematics.
- Answers users' inquiries regarding computer software and hardware operation to resolve problems.
- Enters commands and observes system functioning to verify correct operations and detect errors.
- Maintains record of daily data communication transactions, problems and remedial action taken, and installation activities.
- Read technical manuals, confer with users, and conduct computer diagnostics to investigate and resolve problems and to provide technical assistance and support.
- Refer major hardware or software problems or defective products to vendors or technicians for service.
- Conduct office automation feasibility studies, including workflow analysis, space design, and cost comparison analysis.
- Confer with staff, users, and management to establish requirements for new systems or modifications.
- Develop training materials and procedures, and/or train users in the proper use of hardware and software.
- Inspect equipment and read order sheets to prepare for deliver to users.

LEVELS OF WORK

- Class Group consists of four classes.

Technology Support Consultant I: This is routine technical work advising and assisting computer users in a distributed computing environment. Work involves supporting computer and storage hardware, system software, and commercial office automation software packages. Work may include assisting in the planning, installation, and operation of microcomputer local area (LAN) or wide area (WAN) networks or providing all technical support for a limited network requiring minor maintenance. Conducts in-house training on hardware and software products.
Minimum Requirements: High School Diploma or equivalent and six months advising and assisting computer users in a distributed computing environment. Education may be substituted for experience as determined relevant by the agency.

Technology Support Consultant II: This is full performance technical work advising and assisting computer users in solving problems in a distributed computing environment. Work includes the installation of hardware and software and demonstrating hardware and software to computer users in classroom and one-on-one situations. Incumbents assist in the selection and installation of information center tools; provides technical assistance to users by resolving problems associated with personal computers, database, and data manipulation; assists users with word processing and spreadsheet applications and with related peripheral equipment. May provide user access and guidance to mainframe applications; designs, installs, maintains and operates small, less complex LAN or WAN networks. Work is of a standardized nature that may involve a variety of duties, some of which are susceptible to different methods of solution and performed under general supervision. Work does not involve supervisory or leadership responsibilities.
Minimum Requirements: High School Diploma or equivalent and one year advising and assisting computer users in a distributed computing environment. Education may be substituted for experience as determined relevant by the agency.

Technology Support Consultant III: This is advanced technical work advising and assisting computer users in solving problems in a distributed computing environment. Serves as senior consultant and/or subject matter expert providing consultation to users and staff for the most complex problems. Work includes installation of hardware and software, troubleshooting, configuring client server based application software for LAN, server hardware, operating systems and application systems in a WAN environment; provides technical consultation and training to users and information technology staff. Includes troubleshooting, diagnosing, and resolving LAN and client server data and communications problems involving complex configuration and maintenance of network equipment that requires incumbents to understand varied network operating systems and communications protocols. Work is of a diversified nature that usually involves multiple unrelated steps. Analytical thought is necessary for dealing with complex data and situations and requires planning or carrying out a sequence of actions. Involves functional leadership responsibilities as a senior consultant, or project leader, or supervision of a small staff, performing the same or similar work as those overseen.
Minimum Qualifications: High School Diploma or equivalent and two years advising and assisting computer users in a distributed computing environment. Education may be substituted for experience as determined relevant by the agency.

Technology Support Supervisor: This is supervisory work in a distributed computing environment advising and assisting computer users in solving problems. Work includes supervising staff in a help desk environment providing technical assistance to users to resolve application problems related to hardware and software features and capabilities, providing training on hardware and software to computer users in classroom and one-on-one situations, assisting in selection and installation by providing technical information related to hardware requirements. Makes recommendations for information center tools and processes. Assignments are given with general objectives for the desired outcome with latitude in establishing priorities and procedures. Performs as a first line supervisor responsible for the performance of subordinates.

Minimum Qualifications: High School Diploma or equivalent and three years advising and assisting computer users in a distributed computing environment. Education may be substituted for experience as determined relevant by the agency.

NECESSARY SPECIAL REQUIREMENTS

Some positions in this class series may require a security clearance at the time of appointment. NC: 08/05
REV: 06/08
REV: 06/09
REV: 6/24