

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1835

TITLE: IT TECHNICIAN I

GRADE: S-18

DEFINITION:

Under general supervision, assists with basic PC/telecommunications support to customers, including the installation and configuration of hardware and software; provides information to journey technician or supervisor as to the symptoms of problematic PC/telecommunications hardware and software; and provides help desk problem resolution assistance; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is entry level paraprofessional work providing technical services and assistance to PC, network/telecommunications system users. It is distinguished from the Information Technology Technician II which performs more technically complex tasks such as troubleshooting and offering first line diagnosis for PC/telecommunications hardware/software problems and having responsibility for independently installing and configuring hardware/software.

ILLUSTRATIVE DUTIES:

Troubleshoots problems related to PC's and system hardware and software and reports findings to help desk and coordinates problem resolution with vendors as needed;
Monitors network components for inventory purposes;
Assists in installing, configuring, upgrading, moving, and administering PC, network/telecommunications systems and components;
Loads and test computer software;
Creates/updates icons;
Relocates dumb terminals, printers, and reconnecting cables;
Performs password and other various levels of security support on all network systems;
Checks for computer viruses using appropriate software;
Provides help desk and inventory control support;
Collects data on system events and performance for reports and analysis.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Some knowledge of communications protocol and standards;
Some knowledge of personal computers and personal computer software application packages and development products;
Some knowledge of personal computer and network/telecommunications architecture and equipment;
Ability to communicate technical ideas clearly and effectively both orally and in writing;
Ability to provide one-on-one training and support to computer users;
Ability to perform personal computer, network/telecommunications system troubleshooting, both on software and hardware problems;
Ability to implement or coordinate equipment repairs and solve software problems;

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Ability to read and interpret technical manuals used in the assembly, installation, repair, and operation of personal computers and data communications equipment;
Ability to maintain records and write reports.

EMPLOYMENT STANDARDS:

Any combination education, experience, and training equivalent to the following:

Graduation from high school; PLUS

Either one year specialized experience or two years' general experience in the installation and troubleshooting of personal computers, network/telecommunications systems; OR

Possession of an associate's degree in computer science or related field.

CERTIFICATES AND LICENSES REQUIRED:

None.

ESTABLISHED: May 24, 1999