

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1836

TITLE: IT TECHNICIAN II

GRADE: S-20

DEFINITION:

Under general supervision, provides PC/telecommunications support to customers, including the installation and configuration of hardware and software, troubleshoots and provides first-line diagnosis for PC/telecommunications hardware and software problems; provides help desk problem resolution assistance; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is journey or full performance level work providing technical services and assistance to PC and network/telecommunications system users. It is distinguished from the Information Technology Technician I class's duties which have a more limited scope. For example, an Information Technology Technician I would troubleshoot PC's and system software and assist in the installation and configuration of hardware and software. An Information Technology Technician II could independently install and configure hardware and software. It is distinguished from the Information Technology Technician III class which also provides mainframe and midrange computer support and first line diagnosis on all platforms.

ILLUSTRATIVE DUTIES:

Provides hardware and software support of PC's and network/telecommunications system infrastructure equipment;
Installs, configures, upgrades, and troubleshoots problems related to hardware, software, and other equipment;
Responds to calls from users;
Troubleshoots Level 1 problems related to any aspect of network/telecommunications systems and PC's;
Diagnoses, tracks, resolves, and documents problems;
Serves as initial point-of-contact with vendors to solve problems;
Identifies and resolves hardware, software, communications, and networking problems related to end-user computing; may maintain and repair communication lines, routers, and software;
schedules and coordinates preventative maintenance on computer and peripheral equipment.
Installs, configures and tests new and updated releases of end-user software systems and computing equipment;
Advises, trains, and assists users on how best to utilize system and ensures installation of desktop hardware and software according to established standards;
Trains and cross-trains fellow employees on system operations and usage;
Performs password and other various levels of security support on systems;
Analyzes statistics and writes reports on system events and performance;
Creates and manages databases, procedures, and documentation, including equipment inventory of utilized and spare equipment.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of communications protocol and standards;
Knowledge of personal computers and personal computer software application packages and development products;
Identifies system problems and recommends possible solutions;
Corrects and tests software and hardware problems;
Knowledge of personal computer and network/telecommunication architecture;
Knowledge of data communication principles;
Ability to communicate technical ideas clearly and effectively, both orally and in writing;
Ability to train and provide support to computer users;
Ability to perform personal computer system troubleshooting on both software and hardware problems;
Ability to implement or coordinate equipment repairs and solve software problems;
Ability to read and interpret technical manuals used in the assembly, installation, repair, and operation of data communications equipment;
Ability to maintain records and write reports.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to the following:
Graduation from high school; PLUS
Three years' experience in installing, configuring, and troubleshooting of personal computers, network/telecommunications systems; OR
Possession of an associate's degree in computer science, or related field, and one year similar experience.

CERTIFICATES AND LICENSES REQUIRED:

None.

ESTABLISHED:

May 24, 1999