

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 1839

**TITLE:** ENTERPRISE IT TECHNICIAN

**GRADE:** S-22

**DEFINITION:**

Under general supervision in the central IT organization, performs computer, software and LAN installation, configuration, administration, integration with enterprise-wide and network based systems, maintenance and support for wired and mobile IT client and/or end-point devices; AND/OR enterprise operations center support on servers and related systems; Proactively monitors services across multiple-platforms; Performs a variety of analytical and programming tasks to enhance, configure and install enterprise and business application specific software images, works with technical staff across technology disciplines to accomplish work with underlying technologies such as mainframe, client-server, service-oriented, database or web-based environments; and performs other duties as required.

Positions in this class code must pass required background checks and abide by IT security policy requirements.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

This is advanced work providing technical services and assistance to enterprise-wide systems within central IT organization.

**ILLUSTRATIVE DUTIES:**

*This class specification may not include all work that could be assigned to a position in the class. The work assigned to positions allocated to this class may not require all the functions, knowledge, abilities, and skills noted*

Provides computer hardware and software support on LAN based systems including install, configure, apply patches and upgrades, moves and rearrangements, and troubleshoot and perform diagnostics for Level 1 and 2 problems on multiple platforms;

Executes service desk activities to include responding to multiple types of service calls from agency IT analysts, end-users, and management, and follow-through problem resolution;

Executes enterprise data center operations tasks to include running production, batch and reports related paper or electronic document outputs;

Performs analysis and research about applications and new technology, and interprets specifications, and designs modifications of low to average complexity.

Monitors systems transactions, performance, health and operability for various platforms, and evaluates efficiency/effectiveness of systems and underlying components;

Maintains inventories, documents activities, manages supporting databases, executes and updates procedures;

Consults with and trains peers, agency-based IT technical staff, and end-users;  
Works with technical staff across technology disciplines as required in accomplishing work;  
Confers with users to define requirements and validate conformance to acceptance criteria;  
Coordinates implementation of system with users and operations personnel;  
Supports emergency ops activations;  
Assists in integration of desktop, laptops, mobile and other end-point devices with enterprise-systems including enterprise messaging applications, the enterprise-wide network, system integration, management and testing tools, and business specific applications;  
Provides through Tier 2 support to agency IT analysts and IT users for basic software and hardware of end-user computing and LAN based desk-top systems;  
Executes patches and fixes, and, troubleshoots problems using enterprise or specialized standards, procedures and scripts and documents configuration changes and problem resolution. Performs root cause analysis and develops checklists for typical problems for service-desk, knowledge and tracking database;  
Recommends procedures and controls for problem prevention, and escalates to Tier 3 support when necessary;  
Participates in the testing and evaluation of new server, desktop, mobile device and enterprise messaging solutions, and implements prototypes;  
Provides assistance and consultation to IT users all aspects of end-user computing and client and LAN systems software tools and applications;  
May be required to perform duties or provide support beyond normal work days for projects and supported system maintenance requirements.  
May perform end-user or junior level technician training.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Considerable knowledge and skill in PC desktops, laptops, mobile devices, and IT client technology and personal computer software applications and tools and their implementation;  
Knowledge and skill in a variety of automated tools for diagnosing and solving system problems;  
Knowledge of enterprise messaging systems;  
Knowledge of network based systems, and/or enterprise systems solutions and architecture;  
Knowledge of modern information systems operations processing techniques, capabilities and operating requirements of various computer platforms and monitoring tools;  
Knowledge of centralized, distributed, client server, and stand-alone environments;  
Skill in configuring systems software and hardware components;  
Skill in eliciting requirements from customers to properly determine specifications;  
Skill in performing problem diagnostics, testing and resolution;

Ability to perform complex computer PC devices and related software system troubleshooting and diagnostics, both on software and hardware problems;

Ability to read and interpret technical manuals for systems and products in the installation, operation, and support of information systems equipment and solutions;

Ability to establish and maintain effective business relationships;

Ability to handle business critical or time sensitive issues that require direct involvement with end users and agency customers in providing services;

Ability to provide assistance, guidance and training to less experienced technicians, end-users, and management;

Ability to work independently or as part of a team;

Ability to perform research and find relevant information to assist in routine tasks, projects, and assignments;

Ability to assist users in troubleshooting and solving systems and programming problems;

Ability to communicate technical information clearly and effectively and translate technical terminology into simple, non-technical language;

Ability to maintain records and create reports;

Ability to respond to after-hours and emergency operations on-call.

**EMPLOYMENT STANDARDS:**

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

High school diploma or GED ;

Plus four years relevant experience; OR

IT job-related course work from an accredited college or trade school in computer science, computer information systems, data processing, information management or a closely related field is preferred.

Examples:

Associate degree including two years of computer training and successful internship(s); OR

Two-year vocational school/technical school program certification in computer science, or related field PLUS two years related experience; OR

Two years of general higher education toward a degree program and two years of relevant experience; OR

A bachelor's degree in computer science or related field; OR

High school diploma or GED and four years relevant experience.

**CERTIFICATES AND LICENSES REQUIRED:**

None.

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**NECESSARY SPECIAL REQUIRMENTS:**

Must successfully complete a criminal background investigation prior to appointment and be re-certifiable throughout employment tenure;

Some positions identified by departments must execute IT Employee Agreement acknowledging obligations under information security and privacy requirements in light of broad access to systems and data in the performance of job duties.

ESTABLISHED: January 25, 2011