

PART I	HAWAII HEALTH SYSTEMS CORPORATION	1.275
	STATE OF HAWAII	1.276
		1.277

Class Specifications
for the Classes:

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN I - III
SR-13; SR-15; SR-17
BU:03

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN I 1.275

Duties Summary:

Independently performs procedural tasks which support the management, operations, maintenance and monitoring of information technology resources where situations present a variety of alternative actions; and performs other duties as required.

Distinguishing Characteristics:

This class reflects responsibility for independently performing procedural tasks which support the management, operation, monitoring and maintenance of Hawaii Health Systems Corporation's (HHSC) information technology resources (i.e., customer/client support, data management, network service, systems administration, internet, software engineering systems, systems analysis, etc.). At this level, the sequence of procedures may vary, are not completely standardized or prescribed, and may require deviation(s) from established procedures in new or changing situations, which may result in the exploration, testing and documentation to devise or suggest new or improved procedures. Such assignments require the use of considerable initiative and judgment in the application of a variety of procedures, guidelines and instructions; and determine the appropriateness of exploring, testing and documenting possible new or improved procedures.

Positions in this class may be assigned to carry out a variety of procedural tasks in multiple functional areas, or specialized functional area, which requires working knowledge of a variety of procedures and processes of the assigned functional area(s), as well as the variety of information technology routines, operations, services and functions to resolve technical procedural problems; assist end users by trouble shooting computer-related problems which deviate from standard operating procedures; and independently carrying out assigned tasks at work sites.

General instructions as to the tasks to be performed and the procedures to be followed are outlined at the time the assignment is made, and guidelines are readily available. Work is performed under general supervision, and is reviewed for compliance to instructions and adherence to required procedures. While the majority of the time is spent independently conducting a variety of procedural tasks, as the knowledge and abilities develop, opportunity is provided for work of greater complexity and scope aimed toward progression to the next higher level.

A position in this class is located in a departmental type environment. Work assignments may range from isolated Information Technology/telecommunications situations (i.e., micro computer problems at a single workstation) to a segment of a large-scale telecommunications/Information Technology environment affecting multiple program areas or a large, complex program with varying telecommunications and/or Information Technology (IT) requirements.

The IT Support Technician I class differs from the Computer Operator classes in the use and working knowledge of a variety of mini/micro, mainframe, network and other computer software/applications programs, troubleshooting both hardware and software mini/micro, mainframe, network and other computer problems (i.e., resource allocation/distribution as it relates to system performance-system tuning/diagnostics); the management, operation and maintenance of mini/micro, mainframe, network and other computer systems; management/monitoring of the system from a control console, and the ability to provide training and assistance to users on basic system procedures as well as in the use of a variety of mini/micro, mainframe, network and other computer software application programs.

Examples of Duties:

Independently performs procedural tasks in the management, operation, monitoring and maintenance of information technology resources which includes mini/micro, mainframe, network and/or computer systems, application software, peripheral devices; utilizes system procedures and computer application programs; troubleshoots hardware and software mini/micro computer problems (i.e., resource allocation/distribution as it relates to system performance, system tuning/diagnostics), and various application programs such as word processing, spreadsheet, databases, electronic mail, etc.; verifies and restores program procedures according to established guidelines; monitors system security, office automation administration, security, data and word processing file security and system tuning in the mini/micro, mainframe, network and other computer environments; assists users with computer-related problems and refers more difficult problems to higher level staff; diagnoses causes for interruptions in processing and assists in taking corrective action as necessary as defined in operating instructions; writes and edits basic procedure language; performs daily initializing functions on the minicomputer systems; performs verification of the systems and takes necessary corrective actions should problems occur in initializing before allowing user access; manages/monitors the system from a control

console to insure all users' programs and peripheral equipment are running properly and efficiently; performs daily back-ups onto magnetic tapes or disks; maintains back-up logs and assists in restoring data from the back-up media as required; purges files and libraries on a daily basis; utilizes the control console to release peripheral equipment for users as necessary; assembles/disassembles/tests computer hardware/software components and systems (i.e., individual workstations/personal computers, telecommunication cabling, networking systems, etc.); and performs other duties as required.

Knowledge and Abilities Required:

Knowledge of: Working knowledge of program testing methods and procedures on a mini/micro, mainframe, network and/or other computer systems; and available resources to search for information in resolving computer-related problems.

Ability to: Assess system problems and take corrective action; write and edit basic procedure language; and recognize position limitations and refer matters to a IT Specialist when situations deviate from established procedures, or in instances in which normal or usual methods cannot be used.

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN II 1.276

Duties Summary:

Serves as an independent worker responsible for assisting a IT Specialist in managing, operating, maintaining and monitoring of information technology resources which includes mini/micro , mainframe, network and other computer systems, application software, peripheral devices; providing training and assistance to users on basic system procedures and a variety of mini/micro, mainframe, network and other computer software application programs; writing an editing procedure language; and performs other duties as required.

Distinguishing Characteristics:

This class is the independent worker responsible for assisting IT Specialists in the management, operation, monitoring and maintenance of information technology resources which includes mini/micro, mainframe, network and other computer systems, application software and peripherals; and providing training and assistance to users on basic system procedures and various applications residing on the mini/micro, mainframe, network and other computers.

The IT Support Technician II class differs from the Computer Operator classes in the use and working knowledge of a variety of mini/micro, mainframe, network and other computer software/application programs; troubleshooting both hardware and software mini/micro,

mainframe, network and other computer problems (i.e., resource allocation/distribution as it relates to system performance—system tuning/diagnostics); the management, operation and maintenance of mini/micro, mainframe, network and other computer systems; management/monitoring of the system from a console; and the ability to provide training and assistance to users on basic system procedures as well as in the use of a variety of mini/micro, mainframe, network and other computer software application programs.

Examples of Duties:

Manages, operates, monitors and maintains information technology resources which includes mini/micro, mainframe, network and other computer systems, application software, peripheral devices; provides training and assistance to users on basic system procedures and computer application programs; troubleshoots both hardware and software mini/micro, mainframe, network and other computer problems (i.e., resource allocation/distribution as it relates to system performance-system tuning/diagnostics), and various application programs such as word processing, spreadsheets, databases, electronic mail, etc.; verifies and restores program procedures; responsible for monitoring system security, office automation administration/security, data and word processing file security and system tuning in the mini/micro, mainframe, network and other computer environment; keeps software levels current; assists users when problems occur; diagnoses causes for interruptions in processing and takes corrective action as necessary as defined in operating instructions; determines if a service call should be placed; writes and edits procedure language; performs daily initializing functions on mini, mainframe, network and other computer systems; performs verification of the system should problems occur in initializing and takes necessary corrective action before allowing user access; manages/monitors the system from a control console to insure all users' programs and peripheral equipment are running properly and efficiently; performs daily back-ups onto magnetic tapes or disks; maintains back-up logs and restores data from the back-up media as required; purges files and libraries on a daily basis; utilizes the control console to release peripheral equipment for users as necessary; assists in assembling personal computers and other hardware equipment; acts as liaison between users and IT specialists; maintains adequate inventory of supplies; and performs other duties as required.

Knowledge and Abilities Required:

Knowledge of: Components and functions of mini/micro, mainframe, network and other computer systems; variety of mini/micro, mainframe, network and other computer software programs; program testing methods and procedures on a mini/micro, mainframe, network and other computer systems; and operation of a computer console workstation.

Ability to: Manage, operate, monitor and maintain computer resources which includes mini/micro, mainframe, network, and other computer systems, application software and

peripheral devices; assess system problems and take corrective action; instruct and assist users in the application of a variety of micro computer software programs; write and edit procedure language; follow oral and written instructions; maintain effective working relationships with others; and recognize position limitations and refer matters to a IT specialist when situations deviate from established procedures or in instances in which normal or usual methods cannot be used.

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN III 1.277

Duties Summary:

Serves as an independent worker responsible for assisting a IT Specialist in conducting studies of work processes, procedures and operations of simple complexity to determine user's needs, developing applications for micro computer users utilizing various micro computer software in a localized environment; managing, operating, maintaining and monitoring of information technology resources which includes mini/micro, mainframe, network, and other computer systems, application software, peripheral devices; providing training and assistance to users on basic system procedures and a variety of mini/micro, mainframe, network and other computer software application programs, writing and editing procedure language; and performs other duties as required.

Distinguishing Characteristics:

The IT Support Technician III is considered the independent worker who performs all of the duties and responsibilities described for the IT Support Technician II level. In addition, the IT Support Technician III is responsible for assisting a IT specialist in conducting studies of work processes, procedures and operations of simple complexity to determine user's needs; and developing applications for micro/mini computer users utilizing various computer software in a localized environment; i.e., applications for database, work processing, spreadsheets, electronic mail, etc. software programs. The IT Support Technician III may perform some of the duties of a professional in a supportive role. The background which the individual brings to an assignment may be taken into consideration.

Examples of Duties:

Assists a IT specialist in the conduct of studies of work processes, procedures and operations of simple complexity to determine user's needs; develops applications utilizing various micro computer software in a localized environment; i.e., applications for database, word processing, spreadsheets, electronic mail, etc. software programs; manages, operates, monitors and maintains information technology resources which includes mini/micro, mainframe, network and other computer systems, application

software, peripheral devices and stand-alone micro computers; provides training and assistance to users on basic system procedures and computer application programs; troubleshoots both hardware and software mini/micro, mainframe, network and other computer problems (i.e., resource allocation/distribution as it relates to system performance system tuning/diagnostics), and various application programs such as word processing, spreadsheets, databases, electronic mail, etc.; verifies and restores program procedures; responsible for monitoring system security, office automation administration/security, data and word processing file security and system tuning in the mini, mainframe, network and other computer environments; keeps software levels current; assists users when problems occur; diagnoses causes for interruptions in processing and takes corrective action as necessary as defined in operating instructions; determines if a service call should be placed; writes and edits procedure language; performs daily initializing functions on the mini, mainframe, network and other computer systems; performs verification of the system should problems occur in initializing and takes necessary corrective action before allowing user access; manages/monitors the system from a control console to insure all users programs and peripheral equipment are running properly and efficiently, performs daily back-ups onto magnetic tapes or disks; maintains back-up logs and restores data from the back-up media as required; purges files and libraries on a daily basis; utilizes the control console to release peripheral equipment for users as necessary; assists in assembling personal computers and other hardware equipment; acts as liaison between users and IT specialists; maintains adequate inventory of supplies; and performs other duties as required.

Knowledge and Abilities Required:

Knowledge of: Application of a variety of mini/micro, mainframe, network and other computer software programs; components and functions of mini/micro, mainframe, network and other computer systems; variety of mini/micro, mainframe, network and other computer software programs; program testing methods and procedures on a mini/micro, mainframe, network and other computer system; and operation of a computer console workstation.

Ability to: Assists in conducting studies of work processes, procedure and operations of simple complexity to determine user's needs, develop applications for micro computer users utilizing various micro computer software in a localized environment; manage, operate, monitor and maintain computer resources which includes mini/micro, mainframe, network and other computer systems, application software and peripheral devices; assess system problems and take corrective action; instruct and assist users in the application of a variety of micro, mainframe, network and other computer software programs; write and edit procedure language; follow oral and written instructions; maintain effective working relationships with others; and recognize position limitations and refer matters to a IT specialist when situations deviate from established procedures or in instances in which normal or usual methods cannot be used.

This is an amendment to the class specification for the classes, INFORMATION SYSTEMS SUPPORT TECHNCIAN I – III, to change the title to INFORMATION TECHNOLOGY SUPPORT TECHNICIAN I-III, effective March 16, 2017.

This is the first class specification for the new classes, INFORMATION SYSTEMS SUPPORT TECHNCIAN I – III.

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