

PART II

HAWAII HEALTH SYSTEMS CORPORATION
STATE OF HAWAII

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Minimum Qualification Specifications
for the Classes:

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN I, II, III

Educational Requirement: Graduation from high school or GED.

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had the kind and amount of experience as shown in the following table:

Class Title	Specialized Experience
Information Technology Support Technician I	1
Information Technology Support Technician II	2
Information Technology Support Technician III	3

Specialized Experience: Experience in an Information Technology operational entity which demonstrated knowledge of mini/micro, mainframe, and/or network computer components and involved the use of:

- 1) networking equipment (i.e., modems, line drivers);
- 2) various mini and micro computer application programs (i.e., word processing, database, spreadsheets, electronic mail); and
- 3) peripheral equipment (i.e., laser printer, disk drives, UPS – uninterruptible power supply).

Substitution of Education for Experience:

- 1) Successful completion of a two (2) year degree (i.e., Associate's Degree) from an accredited technical school, college or university in Computer Science or Information Technology/Electronics/Networking Technology or related field may be substituted for the minimum qualification requirements of the IT Support Technician I class.

- 2) Successful completion of a certified program (i.e., Microsoft Windows NT; Novell Netware, etc.) and passing a series of proficiency tests administered at an official testing center which resulted in becoming a certified engineer (i.e., Microsoft Certified Systems Engineer, Certified Novell Engineer) may be substituted for the minimum qualification requirements of the IT Support Technician II class.

- 3) A Bachelor's degree in Computer Science, Information Technology/Electronics/Networking Technology or a related field or comparable major from an accredited college or university will be deemed to have met all the requirements for the IT Support Technician II class.

Quality of Experience:

Possession of the required amount of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

For some positions, applicants may be required to possess specialized knowledge and skills in a particular area or areas in order to perform the duties of the position. For such positions, applicants may be restricted to those who possess these requirements. Departments requesting selective certification must show the connection between the need for these skills and the duties of the position to be performed.

Physical Requirement:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Disabilities in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition, which would cause applicants to be a hazard to themselves or others, is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director of Human Resources/Designee.

Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

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

This is the first minimum qualification specification for the classes INFORMATION SYSTEMS SUPPORT TECHNICIAN I, II, III.

DATE APPROVED: March 16, 2017

CLIFFORD B. CAESAR
Director of Human Resources