

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

INFORMATION TECHNOLOGY SUPPORT WORKER 1

DEFINITION

In a trainee capacity, learns and performs a variety of routine computer system support tasks; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Operates a variety of peripheral/support type equipment in a data processing environment.

Performs a variety of support tasks in a single area such as: loading and unloading tapes; and other basic input/output equipment.

Performs, on occasion, simple coding of raw data on source documents for data entry operations by applying established, clearly defined codes.

Prepares various source documents requiring little or no evaluation or conversion for processing.

Interacts with on-line computerized systems via remote devices (cathode ray tubes [CRT's], teletypewriters [TTY's], or other communications devices) by assisting experienced data processing personnel.

Reviews production output for accuracy and validity by comparing the output data with the job request and systems documentation standards and procedures.

Maintains accurate data processing tape files by logging tapes in and out of the library, labeling and filing new tapes, preparing tapes for jobs that are to be run, etc.

Operates calculating, reproduction, bursting, decollating and other machines and equipment associated with a data processing environment by assisting experienced data processing personnel.

Operates a small electronic computer system and related peripheral equipment including random and direct access devices, and input/output devices.

Checks functional accuracy of electronic computer before placing in operation; selects and places correct program tape, disk or deck to be run.

Sets equipment controls to start computer; observes operations to prevent damage to input materials that would occur from a machine malfunction; checks for proper operation during program runs.

Assists programmers in testing new or revised programs for electronic computers; files and indexes programs, operating manuals, machine instructions, block diagrams, flowcharts, and other materials related to the machine and programs.

COMPETENCIES REQUIRED

Knowledge of clerical practices and procedures including filing, telephone, and coding procedures.

Knowledge of the basic operation of information system peripheral devices (e.g., printers, consoles, personal computers, CRT's, TTY's and other peripheral equipment).

Knowledge of data processing terminology and computer utilization as related to system support services.

Knowledge of English grammar, spelling, punctuation and sentence structure.

Knowledge of elementary addition, subtraction, multiplication, division, and numbering systems.

Ability to accurately perform assigned computer system support tasks.

Ability to keep accurate logs and records.

Ability to maintain self-control and composure when confronted with emergency, critical or unusual situations.

Ability to understand and apply technical data processing procedures, requirements, and policies including input/output procedures, scheduling instructions and procedures, and problem resolution procedures.

Ability to read and write the English language.

Ability to adapt to frequent changes in the work environment so that an adequate workflow can be maintained.

Ability to key data, documents, and/or commands accurately at the appropriate skill level.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Follows policy and cooperates with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from high school or G.E.D. equivalency;

OR

experience equal to six months of full time clerical experience including such duties as record keeping, filing, coding, tabulating, or other general clerical tasks;

OR

satisfactory completion of a recognized job-related training course in electronic data processing at the high school or equivalent level.

NOTE: Personnel in this job classification may have access to sensitive information in terms of confidentiality and security of the system and/or checks, warrants and other documents of comparable value which may require appropriate background checks.

Effective Date: 04/06 DF