IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

INFORMATION TECHNOLOGY SUPPORT WORKER 2

DEFINITION

Performs a variety of routine data entry or computer system support tasks at a journey level; or functions in a trainee capacity in the operation of an electronic computer system and peripheral equipment; 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 computerized information system and related peripheral equipment (e.g., printers, magnetic tape transports, direct access storage devices, operator console, telecommunications terminal); monitors data processing environmental controls (e.g., temperature controls, power systems); report problems to lead worker or supervisor.

Provides customer assistance to systems and applications programmers and information system users.

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, flow-charts, and other materials related to the machine and programs.

Learns to apply Job Control Language and Utilities and JES required to operate computer systems.

Operates, under the guidance of a higher level staff member, a medium to large electronic computer system in a training capacity.

Keys data from source documents; verifies keyed data; uploads data to mainframe computer.

Validates (checks, verifies dates and times, etc.) input to and output from information systems.

Maintains data processing tape library and disk storage.

Separates and sorts output for distribution; operates calculating, reproduction, bursting, decollating, and related equipment within a data processing environment; sets up input job streams and submits jobs; schedules submission of work to the system.

Orders, stocks and maintains forms inventory.

COMPETENCIES REQUIRED

Knowledge of basic data processing principles and terminology.

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 clerical practices and procedures including filing, telephone and coding.

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 read and write the English language.

Ability to keep accurate logs and records.

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

Ability to use initiative and judgment in order to effectively work in a team environment.

Ability to maintain self-control 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 adapt to frequent changes in the work environment so that an adequate work flow can be maintained.

Ability to read and understand flow charts and technical documentation.

Ability to learn Job Control Language and Utilities and JES required to successfully operate computer systems.

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

Experience equal to one year of full time general electronic data processing experience (such as operating a computer or related peripheral equipment, tabulating equipment, or data entry devices);

OR

successful completion of an approved curriculum in data processing, including computer operations course work (such as three quarters in the Computer Operator curriculum at one of the Iowa area schools);

OR

employees with current continuous experience in the state executive branch that includes experience equal to six months of full-time work as an Information Technology Support Worker 1.

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: 02/14 JD