

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼  
HUMAN RESOURCES ENTERPRISE

**INFORMATION TECHNOLOGY SUPPORT WORKER 4**

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**DEFINITION**

Operates a medium to large electronic computer system and related 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**

Assists a supervisor by performing such duties as instructing employees about tasks, answering questions, distributing and balancing the workload and checking work; may make suggestions on appointments, promotions, and reassignments.

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

Uses Job Control Language and Utilities and JES to successfully operate computer systems.

Reviews operating instructions and input data to become familiar with input and output requirements; checks functional accuracy of electronic computer before placing in operation.

Performs initial program load procedure and initials the program operation; monitors the control panel and console for errors; observes elements of operation for evidence of incorrect operation.

Participates in the testing of new or revised complex 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.

**COMPETENCIES REQUIRED**

Knowledge of the operation, application, and theory of current electronic digital computers and related peripheral equipment.

Knowledge of the functional characteristics of electronic digital computer equipment.

Knowledge of basic data processing principles.

Knowledge of operating systems.

Knowledge of multi-programming.

Knowledge of on-line real-time concepts.

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

Ability to encourage, facilitate and participate in team cooperation by working with others to achieve team goals.

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

Ability to oversee the work of other workers.

Ability to read and understand flow charts and technical documentation.

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

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

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 eighteen months of full-time experience operating an electronic digital computer;

OR

successful completion of an approved curriculum or training course in computer operations (such as three quarters in the Computer Operator curriculum at one of the Iowa area schools) may be substituted for one year of the specified experience;

OR

employees with current continuous experience in the state executive branch that includes experience equal to one year of full-time work as an Information Technology Support Worker 3.

#### **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: 4/05 BK