Iowa Department of Administrative Services – Human Resources Enterprise
Classification Series Guidelines

Information Technology Support Worker Series

Classes in the Series

Class Code	Class Title
00114/90114	Information Technology Support Worker 1
00115/90115	Information Technology Support Worker 2
00116/90116	Information Technology Support Worker 3
00117/90117	Information Technology Support Worker 4

Series Concept

To provide support functions in the information technology area. Works in computer system support, data entry or computer operation.

Exclusions

- Any positions performing full supervisory functions.
- Positions performing professional level functions in the information technology area.
- Positions whose primary purpose is not in the information technology area.

Class Distinctions

Information Technology Support Worker 1

This is the trainee level in a basic support capacity working under close supervision. Generally performs elementary support tasks in a single function (i.e. - data entry, loading tapes, basic input/output equipment).

Information Technology Support Worker 2

Functions at the journey level in a variety of data entry or computer system support tasks (i.e. - data entry, tape loading, input/output peripheral equipment operation, mainframe WAN (wide area network) or multiple LAN's (local area networks), or functions as a trainee under close supervision in the operation of an electronic computer system (i.e. - computer operator).

Information Technology Support Worker 3

Functions at the journey level as a network operator; provides customer service support for data center or data communications network (LAN or WAN) users; or performs, and/or coordinates others, in a variety of computer system support tasks.

Information Technology Support Worker 4

Functions at the journey level as a system operator (i.e., computer operator). Provides customer service and assists in solving user and/or equipment problems.

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