Iowa Department of Administrative Services ▼
Human Resources Enterprise

Information Technology Support Worker 3

DEFINITION

Performs and/or coordinates other in the performance of a variety of computer systems support tasks in: preparing and examining input to and output from computerized systems; providing customer service support for users of a data center or data communications network (LAN or WAN); or journey level systems or network support operations; 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, in accordance with set procedures, policies, and standards, such duties as instructing employees about tasks, answering questions about procedures and policies, standards, distributing and balancing the workload and checking work; may make occasional suggestions on appointments, promotions, and reassignments.

Verifies supply requisitions and work records by checking supply inventories and work performed to maintain efficient workflow.

Maintains, monitors, and controls various subject matter files.

Makes computations and prepares routine and special reports; tabulates and assembles complex fiscal, statistical and related data.

Maintains operations, system development and/or programming documentation; verifies and updates the procedures contained in documentation and manual libraries and technical reference materials.

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

Maintains and monitors data processing tape library; logs tapes in and out, labels and files new tapes, and prepares tapes for jobs that are to be run, etc.

Participates in the resolution of data processing problems; monitors system activity, checks for problem areas and consults with operational and/or systems development personnel.

Resolves various input and output problems; edits and checks the accuracy of input data and output information, identifies problems and works with users to develop solutions; uses Job Control Language and Utilities and JES required to operate computer system.

Operates and maintains programs and/or systems on micro, mini or personal computer systems either in a stand-alone environment or as part of distributed data processing network; obtains and initiates core computer programs, analyzes operating procedures and develops policies and procedures for computer input; provides user and/or vendor interface.

COMPETENCIES REQUIRED

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

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

Knowledge of the operating capabilities of Cathode Ray Tubes, teletypewriters, and other peripheral equipment.

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

Knowledge of the capabilities and operating features of the micro, mini and personal computers utilized.

Ability to read and write the English language.

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

Ability to use initiative and judgement 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 read and understand flow charts and technical documentation.

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

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

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 help others learn and coach them on how to perform job tasks.

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

The equivalent of two years of full-time clerical work experience in a data processing environment;

<div align="center">OR</div>

the successful completion of a recognized one-year training program in data processing;

<div align="center">OR</div>

employees with current continuous work in the state executive branch that includes the equivalent of twelve months of full-time experience as an Information Technology Support Worker 2 shall be considered qualified.

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_____