

Title: <b>Information Technology Technician</b>	Effective Date: June 19, 2021	Grade: X	Job Category: Technician
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### ***CHARACTERISTICS OF WORK***

The Information Technology Technician performs day-to-day operations of administrative and Tier 1 technical job requirements of their respective section’s responsibilities, policies and procedures. This position reports directly to the Section Manager.

### ***EXAMPLES OF WORK***

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

- Maintain current knowledge of technology and operational functions and procedures.
- Provide support to users and be the first point of contact for error reporting for Tier 1 issues.
- Assist with the installation or troubleshooting of software and hardware, as needed.
- Assist in technology projects and their needed components.
- Provide operational assistance to end-users in a courteous and timely manner.

### ***MINIMUM REQUIREMENTS***

#### Education and experience:

The educational equivalent to an associate’s degree from an accredited college or university in computer science, computer information systems, or related field, OR the educational equivalent to a diploma from an accredited high school plus a minimum of two years in a technical support capacity.

#### Knowledge, skills and abilities:

Must possess understanding of basic technology concepts and jargon. Must be customer-centric and enjoy working with others. Ability to multi-task and have good time management and organization skills. Ability to utilize office productivity software such as Microsoft Office. Good communication (oral and written) skills. Ability to maintain a positive attitude. Must have high integrity and be of strong moral character. Ability to provide effective operational support.

#### Physical requirements:

Ability to sit and stand for long periods of time. Ability to lift and carry objects up to 50 pounds with or without reasonable accommodation. Ability to operate motor vehicles for Department business.

#### Working conditions:

This position involves periods of sitting in front a computer and working alongside end-users and other Department personnel. Flexibility to work overtime and weekends, as needed.

#### Licenses, registrations and certifications:

Valid driver’s license.

*("Accredited" means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)*

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**A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.**