



<b>Career Series:</b> Data Processing Technical Support	<b>Job Code:</b> 14368 <b>Grade:</b> G	<b>Date Established:</b> 8/2001	<b>FLSA Category:</b> NON-EXEMPT
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**JOB SUMMARY**

Under administrative direction, the IT Generalist has broad decision making authority and independence, and serves as a resource to others in the resolution of complex issues. This classification requires extensive knowledge of programming techniques, database administration, and computer diagnostic and repair techniques in order to perform highly complex professional support in one or more of the following areas: software development, computer/systems operations, customer support, systems administration, systems software support, hardware support, communications network support, database administration, or a related technical field.

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Installs, maintains, and administers Local Area Network (LAN) systems.
2. Diagnoses and repairs computers and network hardware.
3. Develops, maintains, monitors and operates database solutions.
4. Designs, plans, installs, debugs, and troubleshoots complex operation support and automation systems, systems software and hardware applications, and support products.
5. Develops, tests, and implements complex applications software development solutions.
6. Develops complex technical specifications for entire system.
7. Acts as lead in design, modification, implementation, and integration of complex databases and database support software.
8. Provides diagnostic support to customers for a broad range of technical areas.
9. Conducts technical training on new and upgraded technology.
10. Keeps current on technology trends.
11. Supervises staff as required.
12. Performs other duties as assigned.

**Worker Characteristics (knowledge, skills & abilities to perform the job duties)**

Knowledge of computer software (e.g., Visual Basic; MS Office; MS NT User ++; MS System Manager; Network Protocol Analyzer; MS SQL; Netware Utilities/Zenworks); computer hardware systems (e.g., PC systems; network cards; servers; LAN diagnostic equipment; hubs, routers, bridges); computer operating systems (e.g., Windows; DOS; Macintosh; Netware); programming techniques; database administration; computer diagnostic and repair techniques; and training techniques. Skill in operation of computer; and peripheral machines (e.g., scanner; printer; modem). Ability to interpret technical material in books, journals, or manuals; troubleshoot complex computer system problems; act as lead in database administration; and train computer users on new and upgraded technology.

**Minimum education & experience required (including training, registration & licensure)**

Completion of undergraduate core program in computer/technical related field to include instruction in computer software, hardware, and operating systems. 24 mos. training or 24 mos. experience in computer software, hardware, and operating systems. 12 mos. training or 12 mos. experience in programming techniques. 6 mos. training or 6 mos. experience in database administration. 6 mos. training or 6 mos. experience in computer diagnostic and repair techniques. 6 mos. training or 6 mos. experience in training techniques.

-Or 48 mos. training or 48 mos. experience in computer software, hardware, and operating systems. 12 mos. training or 12 mos. experience in programming techniques. 6 mos. training or 6 mos. experience in database administration. 6 mos. training or 6 mos. experience in computer diagnostic and repair techniques. 6 mos. training or 6 mos. experience in training techniques.

-Or equivalent of the education and experience listed above.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.