

Missouri Department of Transportation

Code: R01075

Title: Intermediate Information Systems Technician

Exemption Status: Non-Exempt

Grade: 8

Job Description

Effective Date 01-01-2014

**Replaces
(Effective Date)** 09-01-2007

General Summary The intermediate information systems technician provides skilled technical or paraprofessional system support, monitors computer systems, assists end users, and assists with programming tasks. Responsibilities are performed under moderate supervision.

**Minimum/Required
Qualifications** High School Diploma or GED/HiSET and four years of experience in positions with exposure to advanced office computing, spreadsheeting, or report generating responsibilities.

OR

Associate's Degree: Computer Technology or related field

**Supervisory
Responsibilities** None

Location Central and District Offices - Information Systems

**Special Working
Conditions/Job
Characteristics**

Examples of Work

- (1) Responds to user questions on system operations, job control language, mainframe operations, job scheduling, local area networks, and software; logs and documents problems into tracking database; and resolves or requests assistance in resolving problems.
- (2) Communicates with users to identify potential problem sources (hardware, software, or operator error); utilizes available manuals, databases, or other user help tools to resolve routine problems.
- (3) Monitors systems for failed communications and degraded performance on the local and wide area network; monitors and troubleshoots server operations; ensures server connection is active; and communicates with users regarding related issues.
- (4) Develops, modifies, or updates simple query programs, spreadsheets, and database reports; and designs, develops, maintains, documents, and tests computer programs of limited complexity.
- (5) Checks results, maintains records, and prepares reports of testing activities; and updates standards, policies, procedures, guidelines, and technical manuals.

- (6) Participates in installing, maintaining, moving, and protecting hardware and software; and creates and schedules software distributions to servers and workstations.
- (7) Provides video conferencing support to users; schedules, sets-up, and monitors video conferences to ensure connection; resolves problems or requests assistance from other personnel.
- (8) Ensures backups of all data are provided for ready restoration on all computing platforms; and copies and sends backup tapes offsite for storage and disaster recovery purposes.
- (9) Maintains, provides support for, and assists in compiling databases, spreadsheets, and presentation graphics.
- (10) Approves requests for user access to network or applications; establishes user IDs; and maintains security records.
- (11) Conducts physical inventories and maintains department records.
- (12) Maintains inventory of pool equipment, reserves equipment upon request from users, prepares equipment for use; and trains users or provides demonstrations as needed prior to checking out equipment.
- (13) Collects data from vendors, contractors, and governmental agencies.
- (14) Performs other responsibilities as required or assigned.

The Missouri Department of Transportation promotes an equal opportunity workplace that includes reasonable accommodation of otherwise disabled applicants and employees. Please see your manager should you have any questions about this policy or these job duties.