

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Technical Specialist

SERIES NO.:

6413AG

MAJOR AGENCIES:

Attorney General only

EFFECT. DATE

07/26/1998

SERIES PURPOSE: The purpose of the technical specialist occupation is to install &/or maintain personal computers to include wiring, patching cable lines, installing hubs, installing &/or upgrading software packages & perform personal computer trouble shooting (e.g., answers help-desk questions) for agency users.

At the lower level, incumbents perform routine personal computer trouble-shooting related to desktop operating systems.

At the middle level, incumbents install &/or maintain personal computers to include installing software packages &/or upgrades & perform routine trouble shooting, but with employees able to evaluate, determine & resolve most reported problems on their own.

At the highest level, incumbents independently perform fundamental physical layer network administration tasks on local area network (e.g. password changes) & resolve non-routine & routine trouble shooting issues.

CLASS TITLE:

Technical Specialist 1

CLASS NUMBER:

64131AG

EFFECTIVE DATE:

07/26/1998

CLASS CONCEPT:

The entry level class works under close supervision & requires some knowledge of basic personal computer operations (i.e., desktop operating systems) in order to perform routine personal computer trouble shooting by collecting information & working with higher-level support staff to respond & resolve help desk reported problems related to desktop operating systems, install hubs & routers; personal computers & peripherals & back-up tapes for agency users.

CLASS TITLE:

Technical Specialist 2

CLASS NUMBER:

64132AG

EFFECTIVE DATE:

07/26/1998

CLASS CONCEPT:

The developmental level class works under general supervision & requires working knowledge of personal computer operations & desktop operating systems in order to install &/or maintain personal computers (e.g., wiring; patching cable lines; installation of software packages &/or software upgrades; installation of hubs) & respond to help desk questions: by evaluating, determining & resolving most reported problems.

CLASS TITLE:

Technical Specialist 3

CLASS NUMBER:

64133AG

EFFECTIVE DATE:

07/26/1998

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of personal computer operations & well versed in desktop operating systems in order to independently perform fundamental physical layer network administration tasks on local area network (e.g., password changes; installation of hubs) & resolve non-routine & routine trouble shooting issues.

CLASS TITLE: Technical Specialist 1	CLASS NUMBER: 64131AG	BARGAINING UNIT: 47
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EFFECTIVE DATE:
07/26/1998

JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)

Performs routine personal computer trouble shooting by collecting information & working with higher-level support staff to respond & resolve routine help desk reported problems related to desktop operating systems, installs hubs & routers, personal computers & peripherals backs up tapes for agency users, & conducts training sessions for agency users regarding personal computers, peripherals & software & proper use of hardware & software & on individual &/or group basis.

Installs &/or upgrades software packages (e.g., word processors, spreadsheets, data bases) within agency & outside agencies; acts as liaison between users, vendors &/or data systems to follow-up issues & problems followed by verbal &/or written proposals of resolutions provided by data systems management.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; agency policies & procedures relative to installation & maintenance of personal computers*. Skill in operation, maintenance & installation of personal computers. Ability to deal with problems involving few variables within familiar context; maintain accurate records; gather, collate & classify information about data, people or things; cooperate with co-workers on group projects.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core program in information technology, computer science or related course of study,

-Or 24 mos. trg. or 24 mos. exp. in operations, maintenance & installation of personal computers.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE: Technical Specialist 2	CLASS NUMBER: 64132AG	BARGAINING UNIT: 47
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EFFECTIVE DATE:

07/26/1998

JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)

Installs &/or maintains personal computers to include wiring, patching cable lines & installation of hubs, installs software packages &/or upgrades of software packages, performs personal computer trouble shooting (e.g., answers help-desk questions by evaluating, determining & resolving most reported problems) for agency users, & acts as liaison between user groups & data systems to solve problems (e.g., verbal &/or written) requiring resolution.

Conducts training sessions for agency users regarding personal computers, peripherals & software & proper use of hardware & software on individual &/or group basis; assists data systems staff in development of technical &/or non-technical standards (e.g., setting standards; naming conventions) beneficial to operations of agency.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; fundamental understanding of LAN agency policies & procedures relative to installation & maintenance of personal computers*. Skill in operation, maintenance & installation of personal computers. Ability to deal with problems involving few variables within familiar context; maintain accurate records; gather, collate & classify information about data, people or things; cooperate with co-workers on group projects.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core program in information technology, computer science or related course of study; 6 mos. trg. or 6 mos. exp. in operation, maintenance & installation of personal computers,

-Or 30 mos. trg. or 30 mos. exp. in operations, maintenance & installation of personal computers,

-Or 6 mos. exp. as Technical Specialist 1, 64131AG.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.

CLASS TITLE: Technical Specialist 3	CLASS NUMBER: 64133AG	BARGAINING UNIT: 47
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EFFECTIVE DATE:

07/26/1998

JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)

Independently performs fundamental physical layer network administration tasks on local area network (e.g., password changes; installation of hubs), resolves non-routine & routine trouble-shooting issues (e.g., researches installation problems) & installs &/or maintains personal computer software packages &/or upgrades of software packages to include wiring & patching cable lines.

Conducts training sessions for agency users regarding personal computer, peripherals & software & proper use of hardware & software on individual &/or group basis; assists data systems staff in development of technical &/or non-technical standards (e.g., setting standards; naming conventions) beneficial to operations of agency; acts as liaison between user groups & data systems to solve problems (e.g., verbal &/or written) requesting resolution.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; agency policies & procedures relative to installation & maintenance of personal computers. Skill in operations, maintenance & installation of personal computers. Ability to deal with problems involving few variables within familiar context; maintain accurate records; gather collate & classify information about data, people or things; cooperate with co-workers on group projects.

(*) Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core program in information technology, computer science or related course of study; 12 mos. trg. or 12 mos. exp. in operation, maintenance & installation of personal computers,

-Or 36 mos. trg. or 36 mos. exp. in operations, maintenance & installation of personal computers,

-Or 6 mos. exp. as Technical Specialist 2, 64132AG.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.