## SERIES PURPOSE
The purpose of the Information Technology Apprentice is to assist staff in information technology program areas including but not limited to: software engineering/development, data analytics/business intelligence, database administration, network, IT security, and help desk/customer support.

Note: This classification series is reserved for use by Department of Administrative Services only.

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<th>JOB TITLE</th>
<th>JOB CODE</th>
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## CLASS CONCEPT
The apprentice class works under immediate supervision & requires some knowledge of information technology in order to assist staff in information technology program areas including but not limited to: software engineering/development, data analytics/business intelligence, database administration, network, IT security, and help desk/customer support.
**JOB TITLE** | **JOB CODE** | **B. U.** | **EFFECTIVE** | **PAY GRADE**  
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**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.)  
Under direct guidance and supervision, works toward acquiring the knowledge, skills and abilities required to perform entry-level duties within an assigned information technology program area team: serves as an apprentice to designated staff learning core information technology competencies; attends training courses relevant to assigned information technology program area; assists assigned information technology program area team with daily tasks.  
Performs other related duties as needed including: representing the agency and assigned program area to internal and external customers; scheduling meetings, preparing agendas, and taking meeting notes; providing project support for enterprise system projects.  

**MAJOR WORKER CHARACTERISTICS**  
Knowledge of computer science or computer information systems (e.g., applications development, programming, security, networking, desktop support, database design, systems analysis, web development); agency it policies & procedures*; safety practices; mathematic principles relative to assigned area. Skill in hardware/software installation. Ability to carry out instructions in written, oral or picture form; use technical writing for systems documentation; understand manuals & verbal instructions, technical in nature; stay abreast of current technology; transport items up to 50 pounds.  

(*)Developed after employment.  

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**  
- Current enrollment at an accredited Technical Institute or University with a major in Information Systems/Information Technology, or a related field including but not limited to: Software Engineering/Development, Data Analytics/Business Intelligence, Database Administration, Network, IT Security, and Help Desk/Customer Support.  

**OR**  
- Enrollment in or completion of a certificate based or technical training program for Information Systems/Information Technology with a focus in one of the following areas: Software Engineering/Development, Data Analytics/Business Intelligence, Database Administration, Network, IT Security, and Help Desk/Customer Support.  

-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**  
Incumbents will serve a defined-term of no more than two years in this classification; an evaluation period will be conducted after three months of employment; work involves operation of computer terminal for long periods of time; overtime may be required; travel may be required which may include overnight stay; may be required to be on-call 24 hours per day, 7 days per week.