

Title: <b>System Support Technician II</b>	Effective Date: May 11, 2012	Grade: X	Job Category: Technician
Prior Title: Network Control Technician	Prior Effective Date: October 18, 2010	Grade: X	Page: 1 of 1

*CHARACTERISTICS OF WORK*

Under limited supervision, this position is responsible for the installation and the resolution of data processing equipment and their functions.

*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 State Highway and Transportation Department is an "at will" employer.

- Maintain current knowledge of hardware and/or software functions and testing procedures.
- Advise personnel from other Sections regarding problem determination.
- Diagnose needs and methods for accessing data.
- Assist in designing specialized projects and their needed components.
- Work on ad hoc statistics for aiding in analyzing system performance.
- Assist and direct the repair or technical support personnel for equipment and/or software problems.
- Test systems components through software or swapping devices; evaluate results for methods of solution.

*MINIMUM REQUIREMENTS*

The educational equivalent to a bachelor's degree from an accredited college or university in related field plus one year of advanced computer training, OR the educational equivalent to a diploma from an accredited high school plus a minimum of five years advanced training as a computer operator, data control clerk, programmer, or technical support.

*ADDITIONAL MINIMUM REQUIREMENTS - SYSTEMS SECTION, DATABASE ADMINISTRATION SECTION, AND APPLICATIONS DEVELOPMENT SECTION*

Ability to follow technical instructions and specifications, and then apply them to work situations.  
Knowledge of current software and utilities.

*ADDITIONAL MINIMUM REQUIREMENTS - ENGINEERING SECTION AND USER SUPPORT SECTION*

One year experience with Department standard end user hardware and software, server backup software and basic network infrastructure troubleshooting. Must be able to install Microsoft Operating Systems and use the Ghost software for OS installation and new hardware setup. Must have experience working with end users solving computer hardware and software problems. Must be able to assist users with the Microsoft Office Suite.

*("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.)*