

## Information Systems Technician

### *Knowledge, Skill, Ability, and Personal Characteristic Statements Rating Results*

1	General knowledge of Microsoft Office applications.
2	General knowledge of Windows operating system to open files, create folders, copy, transfer, and backup data.
3	General knowledge in how to correctly connect and operate peripherals (i.e. keyboard, mouse, etc.).
4	General knowledge of cable types to assemble or disassemble the necessary computer components.
5	General knowledge of hardware components to assemble or disassemble the necessary computer components.
6	Knowledge of Information Technology (IT) concepts, practices, methods, and principles to install, maintain, secure, and support hardware and software.
7	Knowledge of security analysis and design to ensure the security of the organizational environment.
8	Knowledge of data access methods.
9	Ability to perform system management processes using system tools to diagnose problems.
10	Ability to comply with internet/intranet standards in the development of Information Technology (IT) solutions.
11	Knowledge of basic backup and recovery techniques to protect and maintain data integrity.
12	Knowledge of software application deployment methods in order to ensure application efficiency.
13	Knowledge of operating systems, applications, networking components and their interrelationships in order to accurately assess the functionality of a system.
14	Knowledge of personal computer troubleshooting techniques in order to assess and resolve problems.
15	Knowledge of client/server troubleshooting techniques in order to assess and resolve problems.
16	Knowledge of File Transfer Protocol (FTP) to manage, transfer, and backup data.
17	Knowledge of principles of networking technologies in order to accurately assess system functionality.
18	Knowledge of information security rules and regulations to ensure compliance.
19	Knowledge of site/equipment security planning methods and resources to ensure proper security measures.
20	Knowledge of quality assurance and quality control methodologies.
21	Ability to troubleshoot and identify system problems to help in problem resolution.
22	Ability to disconnect and reconnect computers to ensure environment functionality and efficiency.

23	Ability to uninstall and install equipment by moving files, installing software, and connecting peripherals.
24	Ability to edit and proofread written documents to identify errors and ensure accuracy of content and proper spelling, grammar, and sentence structure.
25	Ability to draft written correspondence using proper spelling and grammar to communicate with co-workers, management, staff, and others.
26	Ability to read and interpret reference materials to make decisions and provide information.
27	Ability to prepare clear, sound, accurate, and informative reports to communicate and meet operational requirements.
28	Ability to retrieve, compile, and report data according to established procedures to carry out capacity planning, performance monitoring, troubleshooting, and other business functions.
29	Ability to follow written and verbal instructions accurately for successful completion of tasks.
30	Ability to coordinate with customers, management, and staff on project issues and status.
31	Ability to communicate in writing to convey information.
32	Ability to orally communicate in person and over the phone to convey information.
33	Ability to establish and maintain cooperative working relationships with others to participate on projects, communicate with teammates, users, management, and others.
34	Ability to use diplomacy and tact when dealing with fellow employees, the public and other governmental entities to ensure cooperation and good relations.
35	Ability to maintain confidentiality to ensure compliance with the Public Records Act and Information Practices Act.
36	Ability to listen effectively in order to obtain relevant information.
37	Ability to analyze information and take appropriate action to resolve issues or problems.
38	Ability to define alternative solutions to current problems.
39	Ability to justify the need for additional resources in order to complete projects in a timely manner.
40	Ability to perform basic mathematical operations (e.g., addition, subtraction, multiplication).
41	Ability to identify, monitor and resolve problems with Information Technology (IT) systems hardware, software, and processes.
42	Ability to analyze information and situations to develop effective solutions and draw sound conclusions based on relevant information.
43	Knowledge of organizational strategies and time management practices in order to maintain workflow and meet deadlines.
44	Ability to prioritize problem resolutions in order to ensure system solution requirements are met.
45	Ability to work under pressure to meet deadlines and service levels.
46	Ability to work independently to effectively solve problems, meet deadlines, and keep abreast of current industry trends.

47	Ability to successfully multitask and manage multiple projects and assignments concurrently.
48	Ability to be flexible and adaptive to changes in schedules, procedures, and workloads.
49	Ability to lift up to 50 lbs. to move files or equipment.
50	Willingness to work various shifts including weekends and holidays.
51	Willingness to work off hours including day shifts, evening shifts, and graveyard shifts.
52	Willingness to be on call to resolve problems or provide customer service on short notice.