

# Missouri Department of Transportation Job Description

**Job Title:** Information Systems Technician

**Title Code:** R01074

**Salary Grade:** 2

**Exemption Status:** Non-Exempt

**Supervisory Responsibilities:** None

**District/Division:** Central and District Offices – Information Systems

**Effective Date:** 12-16-2024

**Replaces (Effective Date):** 07-01-2022

## **General Summary**

The information systems technician provides entry-level technical or paraprofessional system support, monitors computer systems, assists end users, and assists with programming tasks. Responsibilities are performed under direct supervision.

## **Minimum/Required Qualifications**

- High School Diploma or GED/HiSET

## **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. Approves requests for user access to network or applications; establishes user IDs; and maintains security records.
5. Develops, modifies, or updates simple query programs, spreadsheets, and database reports; and designs, develops, maintains, documents, and tests computer programs of limited complexity.
6. Conducts physical inventories and maintains department records.
7. 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.
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. Checks results, maintains records, and prepares reports of testing activities; and updates standards, policies, procedures, guidelines, and technical manuals.
11. Provides video conferencing support to users; schedules, sets-up, and monitors video conferences to ensure connection; resolves problems or requests assistance from other personnel.
12. Participates in installing, maintaining, moving, and protecting hardware and software; and creates and schedules software distributions to servers and workstations.
13. Collects data from vendors, contractors, and governmental agencies.
14. Performs other responsibilities as required or assigned.